

# NCUA News

## Dollar addresses Financial Literacy Commission and names Johnson NCUA's representative

Chairman Dennis Dollar highlighted NCUA's Access Across American initiatives designed to initiate and enhance financial literacy and education programs for credit union members across the country at the first Financial Literacy and Education Commission meeting January 29, and he introduced Vice Chair JoAnn Johnson as NCUA's representative to the commission.

Established by the *Fair and Accurate Credit Transactions Act of 2003* to develop and coordinate a national strategy to promote financial literacy and education, the commission includes representatives from 20 federal agencies.

Commission Chairman, Secretary of the Treasury John Snow, welcomed the commission members, who included Federal Reserve Board Chairman Alan Greenspan.

"I'm excited to work with this Commission," Treasury Secretary Snow said. "Together, we will work with the financial literacy community in reaching out to the millions of people in the multitude of different ways that we collectively offer."

When introducing Chairman Dollar, Wayne Abernathy, Treasury Assistant Secretary for Financial Institutions, noted the excellent work credit unions have done promoting financial literacy.

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Photo by Treasury Photographer Chris Taylor

**Jan. 29, 2004, Wash., D.C** — Alan Greenspan, Chairman, Federal Reserve System; Donald E. Powell, Chairman, Federal Deposit Insurance Corporation; Dennis Dollar, Chairman, National Credit Union Administration; and John W. Snow, Secretary, Department of the Treasury confer before the opening session of the Financial Literacy and Education Commission held at the U.S. Treasury.

### Customer identification aid available

The nation's federal financial regulators and the U.S. Treasury jointly issued FAQs, answers to financial institutions' frequently asked questions about implementing the Customer Identification Program required by the *USA PATRIOT Act*. The FAQs are posted on the NCUA website at <http://www.ncua.gov/ref/BankSecrecy/BankSecrecy.htm>.

Because Treasury and FinCen regulations use the term "bank" to define a variety of financial institutions, including credit unions, the term "bank" is used interchangeably with "credit union" in the joint FAQs.

## News briefs

**CDRLF Program** — The Community Development Revolving Loan Fund held 58 outstanding loans totaling \$5.3 million at yearend 2003. Fifteen technical assistance grants were approved in December, and 153 grants were disbursed totaling \$367,656 in 2003.

### Compliance: A Self-Assessment

**Guide** — In the next few months NCUA will issue via the Internet *Compliance: A Self Assessment*, a downloadable resource tool offering federal credit unions a brief overview of consumer compliance regulations such as truth-in-lending and truth-in-saving requirements.

### E-Learning underway at NCUA

Two dozen NCUA specialized lending examiners are taking an online Moodys commercial lending seminar. The seminar is a modified version of Moodys open-enrollment commercial lending North American seminar tailored to fit specific NCUA needs. The students have until February 15 to complete the seminar. In conjunction, NCUA staff is developing a follow-up classroom course to enable the students to work on credit union specific case studies in order to reinforce the seminar's e-learning phase.

## Email fraud alert

The Department of the Treasury and other federal agencies have issued fraud alerts warning consumers not to respond to emails misrepresenting government agencies and requesting sensitive personal information to assist in the fight against terrorism or stating the information is required by law.

These emails are fraudulent attempts to obtain personal consumer information. Consumers should not respond nor access the links or websites provided within the body of the email, and consumers should NOT under any circumstances provide any personal information.

"While the NCUA has not been made aware of this type of fraud directly affecting credit unions or their members at this time," Chairman Dennis Dollar said, "we are vigilantly monitoring the situation and encourage all credit unions to be diligent regarding the possibility of fraudulent emails. The best means of fraud and identity theft prevention is when credit unions continue due diligence efforts, including ongoing efforts to educate members on the crucial importance of maintaining proper security of their personal information."

Consumers can protect themselves by following these Federal Trade Commission tips:

- If an email warns you that an account will be closed unless you reconfirm your billing information, do not reply or click on the email link. Instead, contact the cited organization by telephone or website address you know to be genuine.
- Avoid emailing personal and financial information. Before submitting financial information through a website, look for the "lock" icon on the browser's status bar. It signals a secure information transmission.
- Review credit card and bank account statements immediately upon receipt to detect any unauthorized charges. If your statement is more than a few days late, call your credit card company or bank to confirm your billing address and account balances.
- Report suspicious activity to the FTC. Send fraudulent emails to [uce@ftc.gov](mailto:uce@ftc.gov). If you suspect a scam, file your complaint at [www.ftc.gov](http://www.ftc.gov), and then visit the FTC's Identity Theft Web site ([www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)) to learn how to minimize your risk of damage from identity theft.



NCUA News is published by the National Credit Union Administration, the federal agency which supervises and insures credit unions.

**Dennis Dollar, Chairman**  
**JoAnn Johnson, Vice Chair**  
**Deborah Matz, Board Member**

Information about NCUA and its services may be secured by contacting the Office of Public and Congressional Affairs, at 703-518-6330. The weekly Treasury-bill rates are available by calling 800-755-1030 or 703-518-6339.

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## NCUA exceeds CFC goal by 21 percent

NCUA employees set new participation and donation records in the agency's campaign drive for contributions to the Combined Federal Campaign (CFC) for the National Capital Region. Alexandria office employees surpassed their goal by 121 percent and will donate \$66,178 to the CFC in 2004. What's more, their participation rate is 73 percent, a 20 percent jump over the previous year, and the average donation size is up 102 percent.

"NCUA's heartbeat for service and outreach is alive and well," Chairman Dollar told employees. "This CFC campaign has proven to be one of our most successful in history . . . a quite impressive accomplishment considering NCUA's longstanding award-winning performance level in CFC campaigns."

Every Alexandria office surpassed the previous year's national average dona-

tion level of \$296. Based on CFC campaign contributions, 18 people earned Eagle and Double Eagle awards by contributing one or two percent of their income. Additional personal awards include 29 bronze awards for contributing \$501 to \$1000, 13 silver awards for contributing \$1001 to \$2000, and four gold awards for contributing more than \$2001.

"The NCUA family comes from all walks of life," Chairman Dollar continued, "but we do not limit ourselves to an inward look...we look outward with a heartbeat for both public service and making the most lasting difference possible in the lives we impact. I hope we never lose our generous spirit of giving."

In tribute to employee participation, NCUA will receive two CFC campaign pacesetter awards —the Summit Award and the Most Improved Campaign Award.

**Board actions - January 22, 2004**

## Share insurance reserves reach \$76.9 million

2003 ended with the National Credit Union Share Insurance Fund (NCUSIF) exceeding \$6 billion in equity and the equity ratio estimated to be 1.25 percent of insured shares at year end.

Dec. 31, 2003, the goal was completed to build the Provision for Credit Union Losses (Reserves) by adding additional funds over 18-months. The Reserve level ended the year at \$76.9 million after adding \$37.7 million during 2003 to protect against potential losses. The Fund's unallocated reserve level reached \$62 million, \$2 million above the established goal of \$60 million.

It is important to note the actual number of credit union closures in 2003 was 13, the lowest number in 10 years, and the actual amount paid out as a result of insurance losses was less than \$10 million.

The Share Insurance Fund revenue and expense statement for 2003 indicates gross income was \$151.9 million, net income was \$29.0 million, operating expense was \$85.2 million and insurance loss expense was \$37.7 million, based on GAAP accrual accounting.

Due to the combination of variables affecting the equity ratio—yield on Fund investments, insured share growth and amount of credit union losses — NCUA's chief financial officer noted during his presentation that if the equity ratio is projected to be below 1.25 percent at yearend 2004, various options will have to be considered, one may be an insurance premium. However, it is very early to make a determination.

### Investment rule changes proposed

The NCUA Board issued a proposal to amend NCUA's investment rule, Part 703, and corporate credit union rule, Part 704, to enable federal credit unions and corporate credit unions to invest in certain exchangeable collateralized mortgage obligations (CMOs) that represent interest in one or more stripped, mortgage backed securities (SMBS). While direct investment in SMBS raises safety and soundness concerns, some exchangeable CMOs that represent interests in one or more SMBS may be safe investments for credit unions.

The proposal, issued with a 60-day comment period, also contains miscellaneous technical corrections and clarifying amendments to Parts 703 and 704.

### Community charter conversion

The Board approved the request of \$296 million Austin Telco Federal Credit Union, Austin, Texas, to convert to a community-based field of membership serving the people who live, work, worship or attend school, businesses and other legal entities located in the Austin-San Marco metropolitan statistical area that includes the five Texas counties of Travis, Williamson, Bastrop, Hays and Caldwell.

**Votes are unanimous unless otherwise noted.**

## Holly Herman joins Johnson staff

Vice Chair JoAnn Johnson welcomed Holly E. Herman as her new executive assistant Feb. 4, 2004, in the role of top aide advising Vice Chair



Johnson on policy and regulatory matters.

“I am extremely pleased to welcome Holly to NCUA, as she will provide valued leadership, wise counsel on credit union issues and play a great role in furthering NCUA's agenda,” Vice Chair Johnson said. “There is no question, that as we move forward, Holly's wealth of experience in the credit union industry will benefit the NCUA and the nation's credit unions for years to come.”

Herman has over 22 years experience in the financial services industry, most recently serving as president and chief executive officer of \$500 million Kraft Foods Federal Credit Union in White Plains, N.Y.

“As a former credit union CEO, I recognize the foremost responsibility of NCUA – and that is safety and soundness,” said Herman. “I am honored to serve Vice Chair Johnson in this role and look forward to working with the strong team at NCUA.”

Herman has served on the board of directors of Credit Union National Association and is an experienced executive with substantial leadership and management skills. Prior to joining Kraft Foods FCU, she served as president and chief executive officer of University and State Employees Credit Union in San Diego, Calif.

Recognized as a leader, Herman is a former credit union “CEO of the Year” and has served on numerous national committees focusing on issues of importance to America's credit unions.

Holly Herman holds a BS in accounting from Georgetown University.



**Who and What:** Chairman Dennis Dollar will address the Credit Union Executives Society Public Policy Seminar.

**When:** Friday, Feb. 20, 2004, 12 p.m.

**Where:** Brookings Institute, Wash., D.C.

**Why:** To discuss credit unions and national policymaking issues. Participant feedback will be solicited on NCUA initiatives and policies. Q & A with participants is scheduled.

**Contact:** Nicholas Owens at 703-518-6336 or [nowens@ncua.gov](mailto:nowens@ncua.gov).

**Who and What:** Chairman Dennis Dollar will address the Opening Session of the CUNA Governmental Affairs Conference.

**When:** Monday, Feb. 23, 2004

**Where:** Hilton Hotel, Wash., D.C.

**Why:** To address the opening session of the CUNA conference.

**Contact:** Nicholas Owens at 703-518-6336 or [nowens@ncua.gov](mailto:nowens@ncua.gov).

**Who and What:** Vice Chair JoAnn Johnson will address the CUNA Governmental Affairs Conference.

**When:** Tuesday, Feb. 24, 2004

**Where:** Hilton Hotel, Wash., D.C.

**Why:** Vice Chair Johnson will update members on current NCUA issues.

**Contact:** Heather Graham at 703-518-6309 or [hgraham@ncua.gov](mailto:hgraham@ncua.gov).

**Who and What:** Board Member Deborah Matz will address the CUNA

2004 Governmental Affairs Conference.

**When:** Tuesday, Feb. 24, 2004

**Where:** Hilton Hotel, Wash., D.C.

**Why:** Board Member Matz will present new ways to share best practices for serving everyone in the field of membership.

**Contact:** Patty Jenkins at 703-518-6318 or [pjenkins@ncua.gov](mailto:pjenkins@ncua.gov).

**Who and What:** Board Member Deborah Matz will address the Credit Union Journal's Fifth Annual SEG & Business Development Conference.

**When:** Thursday, March 4, 2004

**Where:** Lake Buena Vista, Fla.

**Why:** Board Member Matz will present ideas to help credit unions reach their full potential, and explain what NCUA officials are looking for in community charter applications.

**Contact:** Patty Jenkins at 703-518-6318 or [pjenkins@ncua.gov](mailto:pjenkins@ncua.gov).

**Who and What:** Chairman Dollar will address the 2004 State Regulators' Conference.

**When:** 8:30 a. m., Monday, March 8, 2004

**Where:** Salt Lake City, Utah

**Why:** Participant feedback will be solicited on NCUA initiatives and policies. Q & A with participants is scheduled.

**Contact:** Nicholas Owens at 703-518-6336 or [nowens@ncua.gov](mailto:nowens@ncua.gov).

**Who and What:** Vice Chair JoAnn Johnson will address the 2003 State Regulators' Conference.

**When:** Monday, March 8, 2004

**Where:** Salt Lake City, Utah

**Why:** Vice Chair Johnson will share her insight into the future direction of NCUA.

**Contact:** Heather Graham at 703-518-6309 or [hgraham@ncua.gov](mailto:hgraham@ncua.gov).

**Who and What:** Board Member Deborah Matz will address the 2004 State Regulators' Conference.

**When:** Monday, March 8, 2004

**Where:** Salt Lake City, Utah

**Why:** Board Member Matz will discuss challenges and opportunities that are common to both federal and state regulators.

**Contact:** Patty Jenkins at 703-518-6318 or [pjenkins@ncua.gov](mailto:pjenkins@ncua.gov).

**Who and What:** Vice Chair JoAnn Johnson will address the Midwest Association of Credit Unions' Lending Conference.

**When:** Wednesday, March 24, 2004

**Where:** Chicago, Ill.

**Why:** Vice Chair Johnson will provide information on the updated member business lending regulations and current NCUA issues.

**Contact:** Heather Graham at 703-518-6309 or [hgraham@ncua.gov](mailto:hgraham@ncua.gov).

**Who and What:** Board Member Deborah Matz and Vice Chair JoAnn Johnson will co-host a PALS Member Business Lending workshop along with the California, Nevada, Oregon and Washington credit union leagues, the Credit Union Association of the West, the National Federation of Community Development Credit Unions and CUNA.

**When:** Thursday, March 25, 2004

**Where:** San Francisco, Calif.

**Why:** This PALS workshop is an opportunity for credit union leaders to decide whether member business lending is right for their credit union.

**Contact:** Patty Jenkins at 703-518-6318 or [pjenkins@ncua.gov](mailto:pjenkins@ncua.gov) or Heather Graham at 703 518-6309 or [hgraham@ncua.gov](mailto:hgraham@ncua.gov).

# Over 200 attend Dallas PALS workshop

More than 200 credit union officials learned innovative ways to combat usurious interest rates and save consumers money at the January 26 Partnering and Leadership Successes (PALS) workshop organized by Board Member Debbie Matz.

“By sharing best practices at this workshop, we hope to inspire many more credit unions to offer services that will attract new members and prevent their communities from being victimized by predatory lenders.” Board Member Matz told participants.

Chairman Dollar credited PALS “with helping credit unions become aware of successful models for how they can open additional doors” in their efforts to turn potential members into new members during his keynote address, and he noted that 64.7 million more Americans are eligible to join federal credit unions as a result of his Access Across America initiative.

Workshop speakers shared dozens of credit union innovations that have been successful in reaching new members who are most in need of affordable financial services. For instance,

## Lending innovations included:

- Risk-based loans – provide credit to almost everyone at prices based on their history;
- Payday loan alternatives – small, short-term loans paired with free financial education;
- Affordable mortgages – 0-percent or 1-percent down payments with no private mortgage insurance; and
- Manufactured home loans – affordable options for first-time homebuyers.

## Deposit innovations included:

- Low-cost check-cashing – let low-income members keep more of their hard-earned cash;

- Individual development accounts – match funds as members save for life-changing goals; and
- Transitional products – Check-less checking (stored value cards), club accounts, credit builder CDs and other products designed to help members break free of dependence on basic transaction services.

## Service innovations:

- International remittances – low-cost gateway to life support for families of immigrants;
- Volunteer income tax assistance – helps members receive all refunds they earn; and
- Neighborhood contact offices – reach underserved areas through churches, Latino centers and other community agencies.

## Register now for upcoming MBL workshop

Credit union leaders are invited to register for NCUA’s second member business lending workshop being held March 25 in San Francisco.

The agenda features a dynamic lineup of speakers who will share ideas for federal and state credit unions to safely make more member business loans. Government experts and business loan consultants will address risk factors and explore partnership opportunities.

View the agenda, register for the workshop and reserve a hotel room using NCUA’s group rate online at [www.ncua.gov](http://www.ncua.gov), click PALS, then click Schedules.

Along with NCUA, co-hosts for this workshop include the California, Nevada, Oregon and Washington credit union leagues as well as the National Federation of Community Development Credit Unions.



**Jan. 26, 2004, Dallas, Texas** — Board Member Debbie Matz meets with PALS Dallas workshop co-host Dick Ensweiler (right) and former Mexican Cabinet official Juan Hernandez (left) to talk about ways to reach Latinos with alternatives to predatory lending.

## Dollar addresses Financial Literacy Commission

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"In my tenure here, one of my biggest thrills has been visiting credit unions that have outstanding financial education programs," Abernathy said.

"Financial literacy is the most important ingredient to achieving the American dream," Chairman Dennis Dollar said. "Before anyone can effectively achieve the financial self-sufficiency necessary to break the cycle of payday lending and progress to the point where the individual can establish the credit base upon which to build an approvable application for a new vehicle or a home mortgage, they must first have a foundation of understanding America's mainstream financial system.

"Credit unions have been very innovative in financial education initiatives, an element that must not be overlooked as part of a credit union's outreach efforts," said Vice Chair Johnson. "We all have a responsibility to help Americans understand the financial system and empower them to become smart financial planners."

At the inaugural meeting, subcommittees were established to fulfill two legislation charges: establish and maintain a toll-free telephone number for financial education purposes and establish and maintain a financial education website to serve as a central clearinghouse for citizens in search of financial education information and programs. Vice Chair Johnson is serving on the website subcommittee.

The commission plans to enlist state and local governments, private, nonprofit and public institutions in creating and implementing financial literacy initiatives. A multilingual, national multimedia campaign along with public service announcements will be coordinated to distribute the message.

## Treasury financial education newsletter features Ohio CU League

The Treasury Office of Financial Education, in January, issued its first quarterly electronic newsletter, the *Treasury Financial Education Messenger*, a resource tool for consumers, financial institutions and others interested in developing and enhancing financial education.

In this issue, *The Messenger* salutes the Ohio Credit Union League's Latino Financial Literacy Program as one of three effective financial education programs. Former U.S. Treasurer Rosario

Marin presented the Ohio League with a certificate of recognition in June 2003 for the financial education program they administer within the Hispanic community in Columbus, Ohio.

## Elements of successful financial education

Eight elements for a successful financial education program are highlighted in this edition of *The Messenger* offering guidance to develop financial education programs and strategies to achieve the greatest impact. Each element relates to program content, delivery, impact or sustainability.

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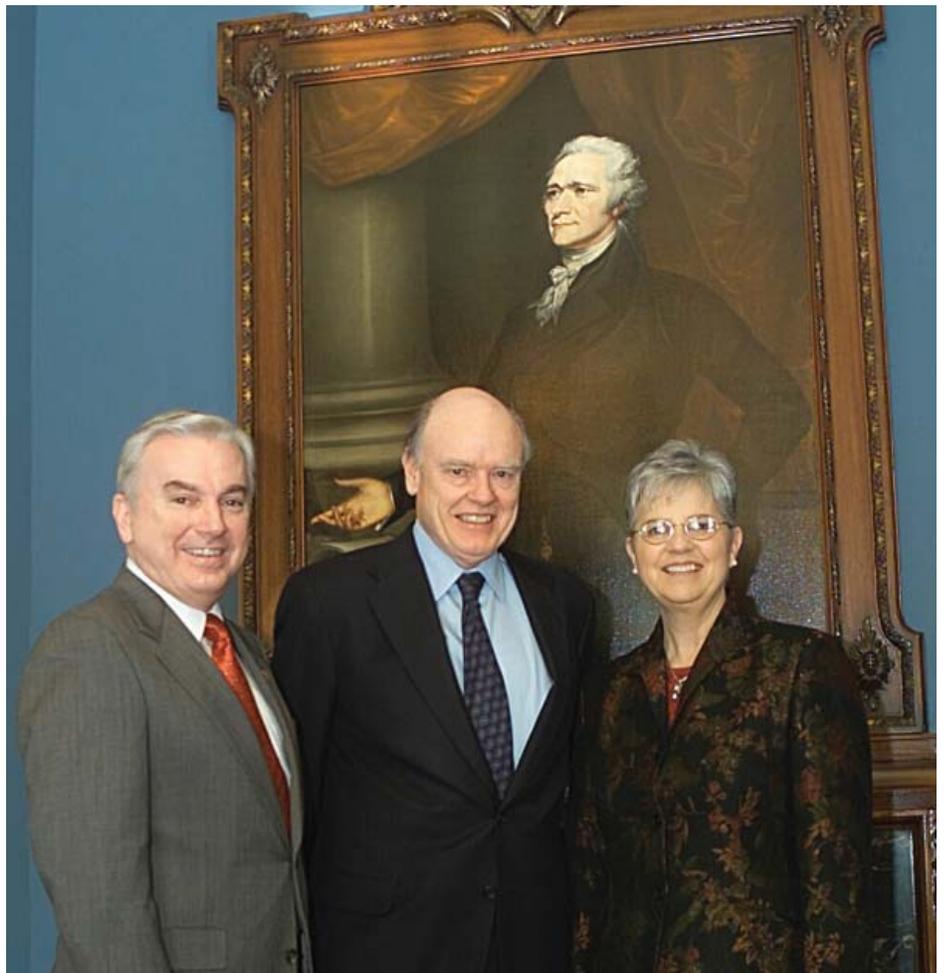


Photo by Treasury Photographer Chris Taylor

**Jan. 29, 2004, Wash., D.C.** — Prior to the Financial Literacy and Education Commission meeting, Chairman Dennis Dollar, Treasury Secretary John W. Snow and Vice Chair JoAnn Johnson meet in Secretary Snow's office at the U.S. Treasury. A portrait of Alexander Hamilton, the first Secretary of the Treasury of the United States, hangs in the background.

## Legislation

# Senate approves CDRLF funding and CLF borrowing authority

The Senate approved and President Bush signed an omnibus appropriations bill January 23, 2004, that provides \$1.2 million for the NCUA Community Development Revolving Loan Fund (CDRLF) which is \$200,000 more than the previous year's funding. Signed January 23, 2004, P.L. 108-199 includes \$1 million allocated to fund grants and \$200,000 added to the CDRLF loan program. The Central Liquidity Facility (CLF) borrowing authority is once again set at \$1.5 billion.

The new law also provides, for the first time, funding to enable the Federal Trade Commission to enforce the law requiring privately insured credit unions to prominently disclose to members that their funds are not federally insured or backed by the government. The enacting statute, found in Section 151 of the *Federal Deposit Insurance Corporation Improvement Act of 1991*, requires that all member documents, periodic statements and account records include full disclosure.

## GC opinion letters

The NCUA General Counsel's Office issues opinion letters interpreting agency regulations and policies in response to questions submitted.

Summaries of a few recent opinion letters follow. To secure the letters mentioned, contact NCUA's Office of Public & Congressional Affairs, 1775 Duke Street, Alexandria, Va. 22314-3428; or access all GC opinion letters on the NCUA website [http://www.ncua.gov/ref/opinion\\_letters/opinion\\_letters.html](http://www.ncua.gov/ref/opinion_letters/opinion_letters.html)

### 03-0964 — Using individual taxpayer identification and matricula consular numbers for credit reporting purpose

— Federal credit unions can provide lending services to members who use individual taxpayer identification numbers along with a matricula consular identification card or state identification card rather than a social security number, provided they identify and address risks associated with this initiative.

### 1011 — Credit union can participate in BidAllegheny program

— The Federal Credit Union Act authorizes FCUs to receive share deposits from public units and their political subdivisions, such as participation in the "BidAllegheny Program," within certain flexible regulatory limits. Specifically an FCU may accept public unit and nonmember shares up to 20 percent of total shares or \$1.5 million, whichever is greater, and may exceed these limits with NCUA approval. Also, FCUs that qualify under NCUA's Regulatory Flexibility Program are not subject to a limit on the amount of public unit deposits they accept.

### 03-1053 — FCUs may provide or reimburse officials for business equipment

— FCU volunteer officials may use FCU-owned equipment, specifically computers and cellular phones, or receive reimbursement for personal equipment or Internet access to carry out the responsibilities of their position if the reimbursed costs are reasonable and proper for performing their duties.

## Dollar addresses Financial Literacy Commission

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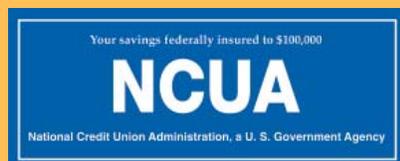
### Eight elements of a successful financial education program

<b>Content</b>	1. focuses on <b>basic savings, credit management, home ownership and/or retirement planning.</b>
	2. is <b>tailored to its target audience</b> , taking into account its language, culture, age and experience.
<b>Delivery</b>	3. is offered through a <b>local distribution channel</b> that makes effective use of community resources and contacts.
	4. <b>follows up with participants</b> to reinforce the message and ensure that participants are able to apply the skills taught.
<b>Impact</b>	5. <b>establishes specific program goals</b> and uses performance measures to track progress toward meeting those goals
	6. <b>demonstrates a positive impact on participants' attitudes, knowledge or behavior</b> through testing, surveys or other objective evaluation.
<b>Sustainability</b>	7. <b>can be easily replicated</b> on a local, regional or national basis so as to have broad impact and sustainability.
	8. is <b>built to last</b> as evidenced by factors such as continuing financial support, legislative backing or integration into an established course of instruction.

The Treasury Financial Education Messenger is available online at [www.treasury.gov/financialeducation](http://www.treasury.gov/financialeducation) where visitors can also subscribe to receive future issues of the newsletter by email.



Check out NCUA's Share Insurance Estimator accessible at [www.ncua.gov](http://www.ncua.gov).



*About investments*

# CU Board members and risk management

Recent high profile news stories have reported numerous failures related to corporate governance, ill-advised business strategies, weak internal controls and improper accounting resulting in negative headlines. Volunteer credit union board members provide vital leadership, sound strategic guidance and independent oversight, helping credit unions avoid ill-advised business strategies and inadequate internal controls.



## The board must set risk limits

The need for strong risk management process oversight has never been more relevant than now. The credit union board authorizes management to engage in activities, resulting in risks assumed by the credit union. The board is responsible for setting limits on the amount of risk. The board also is responsible for ensuring

there is an appropriate process to measure, monitor and control risk. The board must rely on management to keep it fully informed and management must faithfully measure, monitor and report risk to the board on a regular basis.

## Oversight responsibility can appear daunting

Oversight responsibility for a credit union's risk management can appear a daunting, formidable task. By way of example, what is the "right" answer for an appropriate tolerance level for mortgage risk? While there is not one "right" answer, board members can add value by ensuring they ask the right questions.

One "right" question board members should ask is: How do we address risks arising from mortgages the credit union originates or purchases, including interest rate risk, liquidity risk, credit risk and operational risk?

For interest rate risk, board members may ask: How much mortgage exposure can we handle with our current level of net worth? If market rates revert to the higher levels seen in the past, how would it impact earnings and net worth?

Some questions address inter-related risks. For liquidity risk, credit risk and operational risk, board members may ask: How would a change in rates impact liquidity? What is our contingency funding capability? How many mortgages can the credit union prudently extend to people of modest means without assuming undue interest rate risk, credit risk and liquidity risk? Are originations and servicing standards in conformance with industry standards?

Risk oversight is not a one time process. In holding management accountable, the board must require risk management information be routinely captured and reported. The board should ask what is our current risk, how does it compare to our risk limits, how will risk change under various rate/market scenarios, and what actions are we prepared to take to keep the risk within prescribed limits? This process will go a long way toward keeping one "out of the news."

NATIONAL CREDIT UNION ADMINISTRATION

**NCUA News**

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