



# PROFILE FORM 4501A INSTRUCTIONS

Effective December 31, 2023

Until Superseded

## NCUA FORM 4501A INSTRUCTIONS

### Profile Instructions Revisions

The following changes were made to the December 2023 Profile Instructions:

1. General tab, page 3, Item 4:
  - a. Added “Provide the credit union’s Legal Entity Identifier (LEI): Report the credit union’s LEI. Every credit union that files a HMDA submission is required to obtain and provide an LEI.”
2. General tab, page 3, Item 10:
  - a. Added “Is your credit union’s anti-money laundering monitoring system automated, manual, or a combination of these? Anti-money laundering monitoring systems typically include employee identification or referrals, transaction-based (manual) systems, surveillance (automated) systems, or any combination of these.  
  
Transaction-Based (Manual) systems typically target specific types of transactions (for example those involving large amounts of cash, or those to or from foreign geographies) and include a manual review of various reports generated by the credit union’s information technology sources, systems, and processes or vendor systems in order to identify unusual activity. Examples of information technology reports include currency activity reports, funds transfer reports, monetary instrument sales reports, large item reports, significant balance change reports, ATM transaction reports, and nonsufficient funds (NSF) reports.  
  
Surveillance Monitoring (Automated Account Monitoring) can cover multiple types of transactions and use various rules to identify potentially suspicious activity. These systems typically use computer programs, developed in-house, or purchased from vendors, to identify individual transactions, patterns of unusual activity, or deviations from expected activity. These systems can capture a wide range of account activity, such as deposits, withdrawals, funds transfers, automated clearing house (ACH) transactions, and automated teller machine (ATM) transactions, directly from the credit union’s core data processing system.  
  
Select “Automated” if your credit union’s anti-money laundering monitoring system is automated. Select “Manual” if your credit union’s anti-money laundering monitoring system is manual. Select “Combination” if your credit union’s anti-money laundering monitoring system in a combination of automated and manual.
3. General tab, page 3, Item 11:
  - a. Moved from page 10: “Minority Depository Institution Questions. Answer “Yes” or “No.” If you answer “Yes,” identify the minority groups represented by your current members, board of directors, and the community the credit union serves by checking the appropriate box(es). Are more than 50 percent of your credit union’s current and eligible potential members: a. Asian American b. Black American c. Hispanic American d.

- Native American. Are more than 50 percent of your credit union's board members: a. Asian American b. Black American c. Hispanic American d. Native American"
- b. Added to Minority Groups table instructions: "Multi-racial or multi-ethnic individuals should select one of the provided minority groups."
- 4. Contacts and Roles, page 4, Item 6:
  - a. Added: "Does the manager or CEO also manage a different credit union? \* Select "Yes" if the manager or CEO actively serves as manager of another credit union in addition to this credit union. Select "No" if the manager or CEO does not actively serve as manager of another credit union."
- 5. Contacts and Roles, page 4, Item 7m:
  - a. Added: "Cyber Incident Notification Contact, primary\* - Provide the name, email address, and phone number for the designated cyber incident notification primary contact."
- 6. Contacts and Roles, page 4, Item 7n:
  - a. Added: "Cyber Incident Notification Contact, secondary\* - Provide the name, email address, and phone number for the designated cyber incident notification secondary contact."
- 7. Payment Systems Service Provider, page 6, Item 8a:
  - a. Deleted: "FedLine Advantage—A software product provided by the Federal Reserve Bank to facilitate the electronic transfer of funds."
  - b. Added: "FedLine Solutions—A full suite of applications offering access to electronic payment solutions and information services provided by the Federal Reserve to facilitate the electronic transfer of funds."
- 8. Payment System Service Provider, page 6, Item 8:
  - a. Deleted: "FedWire"
- 9. Information Technology, page 7, Item 10a:
  - a. Modified caption from "Account Aggregation" to "External or Third-Party Account Aggregation".
- 10. Information Technology, page 7, Item 10c:
  - a. Deleted: "Download Account History - Allows members to download account history through online services."
- 11. Information Technology, page 7, Item 10c:
  - a. Added: "Person-to-Person - Allows members to send money from their credit union account to another account (either within or outside of the credit union)."
- 12. Information Technology, page 7, Item 10f:

- a. Modify caption from “External Account Transfers” to “External Account Transfers/Payments – ACH”
13. Information Technology, page 7, Item 10i:
- a. Modified caption from “Merchant Processing” to “Point-of-Sale Processing”
14. Information Technology, page 7, Item 10k:
- a. Modified caption from “New Loan” to “Loan Application”
15. Information Technology, page 7, Item 11:
- a. Added: “Cloud Services (check all that apply) a. Infrastructure as a Service b. Platform as a Service c. Software as a Service”
16. Information Technology, page 7, Item 12:
- a. Added: “Email Services (check one) a. On-premises b. Cloud c. Hybrid”
17. Regulatory, page 8, Item 6:
- a. Modified caption from “Please select who completed the verification of member’s accounts” to “Who completed the verification of member’s accounts”
18. Regulatory, page 8, Item 15:
- a. Moved Minority Depository Institutions questions to General, page 3
  - b. Added: “Home Mortgage Disclosure Act – Loan Application Register criteria - Please refer to the NCUA’s annual Letter to Credit Unions that conveys HMDA data collection requirements by using this link – <https://ncua.gov/regulation-supervision/letters-credit-unions-other-guidance> and searching HMDA. Additional information on HMDA reporting is available in the HMDA Reporting Getting it Right guide – <https://www.ffiec.gov/hmda/guide.htm>. a. Is your credit union located in a Metropolitan Statistical Area (MSA)? Indicate whether the credit union is in an MSA by selecting “yes” or “no”. d. Did your credit union originate at least one home purchase loan or refinance a home purchase loan secured by a first lien on a one-to-four unit dwelling during the preceding calendar year? Indicate whether the credit union originated at least one home purchase loan or refinanced a home purchase loan secured by a first lien on a one-to-four unit dwelling during the preceding calendar year by selecting “yes” or “no”. g. Did your credit union originate closed-end mortgages in each of the two preceding calendar years OR originate open-end lines of credit in each of the two preceding calendar years in excess of the HMDA Loan-Volume Threshold? Indicate whether your credit union originated closed-end mortgages in each of the two preceding calendar years OR originated open-end lines of credit in each of the two preceding calendar years in excess of the HMDA Loan-Volume Threshold by selecting “yes” or “no”. j. If you answered yes to all three questions, please provide your HMDA LAR filing date. The annual filing period opens on January 1 and the submission deadline is March 1.”
19. Disaster Recovery, page 9:
- a. Replaced “Disaster Recovery” with “Catastrophic Act/Business Continuity” on this tab.

20. Programs and Services, page 10, Item 3:

- a. Added: “Does the credit union offer an ATM Network that is surcharge free? \* If yes, complete Item 4. Select Yes if the credit union’s ATM Network is surcharge free.”

21. Programs and Services, page 10, Item 4:

- a. Added: “Provide the name of the surcharge free ATM Network. Enter the name of the surcharge free ATM Network.”

22. Programs and Services, page 10, Item 5:

- a. Changed the caption from “Shared Service Centers/Networks” to “Does the credit union participate in Shared Service Centers/Networks? \* If yes, complete Item 6.”

23. Programs and Services, page 10, Item 6:

- a. Added: “Provide the name of the Shared Service Center/Network. Enter the name of the Shared Service Center/Network.”

24. Programs and Services, page 10, Item 8:

- a. Added: “Does the credit union use financial technology companies to provide member services? \* If yes, complete Item 9. Select Yes if the credit union uses financial technology companies to provide member services, if not, select No.”

25. Programs and Services, page 10, Item 9:

- a. Added: “If the credit union uses financial technology companies to provide member services, select the services offered: a. Auto Lending Include both direct and indirect b. Mortgage Lending c. Secured personal loans d. Unsecured personal loans e. Lead generation for new members f. Lead generation for share accounts g. Acquire participation loans h. Person-to-person payments i. Investment security exchange services Including buying, selling, and holding securities j. Communication Including artificial intelligence to interact with members”

26. Programs and Services, page 10, Item 10:

- a. Added: “Does the credit union offer cryptocurrency services to members? \* If yes, complete Item 11. Select Yes if the credit union offers cryptocurrency services to members, if not, select No.”

27. Programs and Services, page 10, Item 11:

- a. Added: “If the credit union offers cryptocurrency services to members select the services offered: a. Exchange services Including buying, selling, and holding cryptocurrency b. Non-custodial wallets c. Custodial wallets Including digital storage solutions d. Loans secured by digital assets e. Depository for stablecoin reserves f. Mobile application The credit union’s mobile application provides information on a member’s cryptocurrency holdings”

28. Programs and Services, page 10, Item 12:

- a. Added: “Does the credit union use blockchain or distributed ledger technology to offer services to members or to record and store data? \* Select Yes if the credit union uses blockchain or distributed ledger technology to offer services to members or to record and store data, if not, select No.”

29. Definitions:

- a. Added a definition for Digital Assets: “Distributed ledger technology-based tokens such as virtual currencies, cryptocurrencies, crypto-assets, utility tokens, etc.”
- b. Added a definition for Financial Technology: “The use of technology service providers to offer member financial services, or to improve member experience, through automated platforms and delivery channels.”

# TABLE OF CONTENTS

<b>Collection Reasons .....</b>	<b>1</b>
<b>Certification.....</b>	<b>2</b>
<b>Certify Compliance Minimum Security Devices and Procedures .....</b>	<b>3</b>
<b>General Information .....</b>	<b>4</b>
<b>Contacts and Roles.....</b>	<b>8</b>
<b>Sites.....</b>	<b>15</b>
<b>Payment Systems Service Provider (PSSP) Information.....</b>	<b>20</b>
<b>Information Technology (IT).....</b>	<b>25</b>
<b>Regulatory Information .....</b>	<b>30</b>
<b>Catastrophic Act/Business Continuity Information .....</b>	<b>36</b>
<b>Credit Union Programs and Member Services.....</b>	<b>38</b>
<b>Credit Union Grant Information.....</b>	<b>46</b>
<b>Merger Partner Registry .....</b>	<b>47</b>
<b>Definitions.....</b>	<b>48</b>

# Collection Reasons

---

Throughout the Profile Instructions, the following reasons are cited for collection of the information:

**Continuity or disaster recovery** – provides information for contacting the credit union and available resources during an emergency

**Identification** – provides general credit union information on a range of topics

**Level and trend analysis** – provides NCUA information on the level of and trends in specific data elements

**Reporting to other governmental agencies** – provides the data elements needed to report to other governmental agencies

**Required by regulation** – collects information required by current regulation

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.



# Certification

---

NCUA Form 4501A—Page 1

The certification page is **mandatory**. The NCUA’s regulation § 741.6(a)(1), [Credit Union Profile](#), and the Federal Credit Union Act § 111(b), (§ 1761(b)), [Membership on supervisory committee; names and addresses of officers and committee members](#), require federally insured credit unions to submit a Profile, NCUA Form 4501A, to NCUA:

- *within 10 days of electing or appointing* senior management or volunteer officials, or
- *within 30 days of changing any information* required to be reported in the Profile.

Additionally, **credit unions must ensure their profile information is accurate and certify their information quarterly.**

## Certifying Official\*

Provide the last name, first name, date, and signature of the official that certifies the accuracy of the information in the Profile.

# Certify Compliance Minimum Security Devices and Procedures

---

NCUA FORM 4501A—Page 2

The *Certify Compliance Minimum Security Devices and Procedures* page is **mandatory**. Each federally insured credit union must develop a written security program and file an annual statement certifying its compliance with this requirement to satisfy the NCUA regulation part 748, [Security Program, Report of Suspected Crimes, Suspicious Transactions, Catastrophic Acts and Bank Secrecy Act Compliance](#).

## Certifying Official\*

Provide the last name, first name, date, and signature of the official that certifies compliance with the NCUA regulation part 748.

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# General Information

NCUA FORM 4501A—Page 3

Item No.	Instructions	Reason
1	<p><b>Select the type of credit committee the credit union has: *◇</b></p> <p>a. <i>Elected</i>—select if the credit union has an elected credit committee.</p> <p>b. <i>Appointed</i>—select if the credit union has a credit committee appointed by the board of directors.</p> <p>c. <i>No Committee</i>—select if the credit union does not have a credit committee.</p>	Level and trend analysis, Identification
2	<p><b>Provide the credit union’s Employer Identification Number (EIN). *◇</b></p> <p>Report the credit union’s Employer Identification Number. This is a nine-digit number assigned by the Internal Revenue Service. Do not provide a social security number in this field.</p>	Identification
3	<p><b>Provide the Research, Statistics, Supervision, and Discount (RSSD) ID.</b></p> <p>Report the credit union’s RSSD ID number issued by the Board of Governors of the Federal Reserve System. To confirm the credit union’s RSSD ID, visit the Federal Financial Institutions Examination Council’s <a href="#">National Information Center</a> website.</p>	Identification
4	<p><b>Provide the credit union’s Legal Entity Identifier (LEI):</b></p> <p>Report the credit union’s LEI. Every credit union that files a HMDA submission is required to obtain and provide an LEI.</p>	Identification
5	<p><b>Is your credit union a member of the Federal Home Loan Bank?</b></p> <p>Check “Yes” if your credit union is a member of the Federal Home Loan Bank.</p>	Identification
6	<p><b>Has your credit union filed an application to borrow from the Federal Reserve Bank Discount Window? ◇</b></p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**GENERAL INFORMATION**  
**NCUA FORM 4501A – PAGE 3**

Check “Yes” if your credit union has filed an application to borrow from the Federal Reserve Bank Discount Window.

- 7      Has your credit union pre-pledged collateral with the Federal Reserve Bank Discount Window? ◇**      Identification

Check “Yes” if your credit union has pre-pledged collateral with the Federal Reserve Bank Discount Window. “Pre-pledged” means that the credit union’s collateral has been evaluated and accepted for immediate borrowing access.

- 8      Does your credit union sponsor a qualified defined benefit plan? ◇**      Identification

Check “Yes” if your credit union sponsors a qualified benefit plan.

- 9      Does your credit union participate in a multiemployer defined benefit plan? ◇**      Identification

Check “Yes” if your credit union is a participant in a multiemployer defined benefit plan.

- 10     Is your credit union’s anti-money laundering monitoring system automated, manual, or a combination of these?**      Identification

Anti-money laundering monitoring systems typically include employee identification or referrals, transaction-based (manual) systems, surveillance (automated) systems, or any combination of these.

Transaction-Based (Manual) systems typically target specific types of transactions (for example those involving large amounts of cash, or those to or from foreign geographies) and include a manual review of various reports generated by the credit union’s information technology sources, systems, and processes or vendor systems in order to identify unusual activity. Examples of information technology reports include currency activity reports, funds transfer reports, monetary instrument sales reports, large item reports, significant balance change reports, ATM transaction reports, and nonsufficient funds (NSF) reports.

Surveillance Monitoring (Automated Account Monitoring) can cover multiple types of transactions and use various rules to

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**GENERAL INFORMATION**  
**NCUA FORM 4501A – PAGE 3**

identify potentially suspicious activity. These systems typically use computer programs, developed in-house, or purchased from vendors, to identify individual transactions, patterns of unusual activity, or deviations from expected activity. These systems can capture a wide range of account activity, such as deposits, withdrawals, funds transfers, automated clearing house (ACH) transactions, and automated teller machine (ATM) transactions, directly from the credit union's core data processing system.

Select "Automated" if your credit union's anti-money laundering monitoring system is automated. Select "Manual" if your credit union's anti-money laundering monitoring system is manual. Select "Combination" if your credit union's anti-money laundering monitoring system is a combination of automated and manual.

**11 Is your credit union a Minority Depository Institution?**

Identification

Answer "Yes" or "No." If you answer "Yes," identify the [minority groups](#) represented by your current members, board of directors, and the community the credit union serves by checking the appropriate box(es).

Are more than 50 percent of your credit union's current and eligible potential members:

- a. Asian American
- b. Black American
- c. Hispanic American
- d. Native American

Are more than 50 percent of your credit union's board members:

- a. Asian American
- b. Black American
- c. Hispanic American
- d. Native American

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◊ Fields marked with a diamond (◊) are non-public and the NCUA will not release this information to the public.

## Minority Groups

[Return to instructions](#)

Minority Group	Description
Black American	Black American (Not Hispanic or Latino)—A person having origins in any of the black racial groups of Africa.
Native American	American Indian or Alaska Native (Not Hispanic or Latino)—A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
Hispanic American	Hispanic or Latino—A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
Asian American	Asian (Not Hispanic or Latino)—A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam; or Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino). A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
Multi-Racial American	Two or more races (Not Hispanic or Latino)—A person who identifies with more than one of the above races.

For purposes of minority representation, anyone who falls into more than one minority category (multi-racial or multi-ethnic individuals) is a single minority individual. Multi-racial or multi-ethnic individuals should select one of the provided minority groups.

All three conditions (current members, board of directors, and community served) must be met to be classified as a minority depository institution. The community served is defined as a credit union's potential members according to the field of membership in its charter.

The minority depository institution questions are based on a self-assessment, not a survey of the members. If you are unaware of the composition of your current membership and potential membership as defined in the field of membership of your charter, you may assess either one based on the U.S. Census data demographics of the area where most of your current and/or potential membership resides (township, borough, city, cities, county, counties, MSA, etc.). If the Census data show the area consists of more than 50 percent minority residents, you can assume your credit union's field of membership resembles this composition.

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Contacts and Roles

NCUA FORM 4501A—Page 4

The Contacts and Roles section of the Profile collects information about individuals employed by or associated with the credit union. If an individual holds more than one job title, check all job titles held by that individual. If a mandatory job title is currently vacant, enter “Vacant” in the first and last name fields.

If the manager or CEO position is currently vacant, enter the name of the individual that has temporary responsibility for managing the credit union’s daily operations. When a vacant position has been filled, the Profile needs to be updated to reflect current staffing.

Item No.	Instructions	Reason
1	<b>Salutation*</b> Select the appropriate salutation from the list provided (Mr., Mrs., Ms., or Dr.).	Continuity or disaster recovery, Identification, Reporting to other governmental agencies
2	<b>First Name*</b> Report the first name of the credit union official.	Continuity or disaster recovery, Identification, Reporting to other governmental agencies

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**CONTACTS AND ROLES**  
**NCUA FORM 4501A – PAGE 4**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
<b>3</b>	<b>Middle Initial</b> Report the middle initial of the credit union official.	Continuity or disaster recovery, Identification, Reporting to other governmental agencies
<b>4</b>	<b>Last Name*</b> Report the last name of the credit union official.	Continuity or disaster recovery, Identification, Reporting to other governmental agencies
<b>5</b>	<b>Job Titles</b> Select the appropriate title for the credit union official identified in items 1-4. <ul style="list-style-type: none"> <li>a. <b>Manager or CEO*</b>—This person is responsible for the overall daily operations of the credit union. This job title may not be marked “Vacant.” If the position is currently vacant, enter the name of the individual that has temporary responsibility for managing the credit union’s daily operations. The credit union may only identify one manager or CEO. The credit union must provide an email address and phone number for the manager or CEO position.</li> <li>b. <b>Board Chairperson*</b>—This person is the President of the Board. The credit union may only identify one Chairperson and it cannot be the same individual as the Manager or CEO, Vice Chairperson, or Treasurer.</li> <li>c. <b>Board Vice Chairperson*</b>—The credit union may only identify one Vice Chairperson. This person may not be the same individual as the Chairperson or Treasurer.</li> </ul>	Continuity or disaster recovery, Identification, Reporting to other governmental agencies

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.



**CONTACTS AND ROLES**  
**NCUA FORM 4501A – PAGE 4**

Item No.	Instructions	Reason
d.	<b>Board Secretary</b> —The credit union may only identify one Secretary. This person may be the same as the Treasurer.	
e.	<b>Board Treasurer *</b> —The credit union may only identify one Treasurer. This position is sometimes called a “Principal Financial Officer.” This person may not be the same individual as the Chairperson or Vice Chairperson.	
f.	<b>Board Member *</b> —This title is assigned to board members who are not the Chairperson, Vice Chairperson, Secretary, or Treasurer. There may be more than one Board Member in a credit union. <i>List all board members.</i>	
g.	<b>Supervisory Committee Chairperson *</b> —This position is mandatory for federal credit unions. For some state-chartered credit unions, the “audit committee” designated by state statute or regulation is the equivalent of a Supervisory Committee. If a state-chartered credit union identifies the Chairperson, it must also identify the individual members of the committee to satisfy the NCUA regulation § 741.6(a) <a href="#">Financial and statistical and other reports</a> .	
h.	<b>Supervisory Committee Member *</b> —This is mandatory for federal credit unions.	
i.	<b>Credit Committee Chairperson *◇</b> —This is mandatory if you indicated your credit union has a credit committee on the General page. If the credit union has a Credit Committee, identify the Credit Committee Chairperson.	
j.	<b>Credit Committee Member *◇</b> —This is mandatory if you indicated your credit union has a credit committee on the General page. If the credit union has a Credit Committee, identify the Credit Committee members.	
k.	<b>Chief Financial Officer (CFO)</b> —This person is primarily responsible for managing the credit union’s financial risks. Responsibilities may also include financial planning, recordkeeping, and financial reporting. A credit union may not have a CFO and is not required to enter a contact for this job title.	

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**CONTACTS AND ROLES**  
**NCUA FORM 4501A – PAGE 4**

Item No.	Instructions	Reason
	<p>l. <b>Chief Information Officer</b>—This person is responsible for the information technology and computer systems that support the credit union’s goals. A credit union may not have a Chief Information Officer and is not required to enter a contact for this job title.</p> <p>m. <b>Internal Auditor</b>—This person is usually responsible for analyzing business processes or organizational problems and recommending solutions. A credit union may not have an internal auditor and is not required to enter a contact for this job title.</p> <p>n. <b>Other</b>—If the contact in fields 1-4 does not hold any of the listed job titles but fills one or more of the roles listed in Item 6, check “Other” in the Job Titles area.</p>	
6	<p><b>Does the manager or CEO also manage a different credit union? *</b></p> <p>Select “Yes” if the manager or CEO actively serves as manager of another credit union in addition to this credit union. Select “No” if the manager or CEO does not actively serve as manager of another credit union.</p>	Identification
7	<p><b>Roles ◇</b></p> <p>Select the individual’s role with the credit union from the list provided. Each individual provided on the form must have at least one role.</p> <p>a. <b>Volunteer</b>—This role may be entered more than once to identify individuals who serve on the board of directors or volunteer their time to the credit union.</p> <p>b. <b>General Credit Union Contact</b>—This role is the default if none of the other roles adequately describe a contact. This role may be used multiple times.</p> <p>c. <b>Call Report Contact *</b>—This person can be contacted if the NCUA or State Supervisory Authority (SSA) (if applicable) has a question about the Call Report. The NCUA will email the Financial Performance Report to the</p>	<p>Continuity or disaster recovery, Identification, Reporting to other governmental agencies</p>

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**CONTACTS AND ROLES**  
**NCUA FORM 4501A – PAGE 4**

Item No.	Instructions	Reason
	<p>Call Report contacts after the Call Report has been submitted and validated, if an email address is provided.</p> <p>d. <b>Profile Information Contact *</b>—This person can be contacted if the NCUA or SSA (if applicable) has a question about information in the Profile.</p> <p>e. <b>Primary Patriot Act Contact *</b>—Provide an email address where the NCUA can send information, such as 314(a) notifications. If the credit union does not have an organizational email address, you may provide a personal email address. In the event the credit union has a single email address, the Patriot Act information must be treated as confidential and provided only to credit union individuals responsible for Bank Secrecy Act (BSA) compliance. NCUA provides FinCEN bi-weekly updates to the Patriot Act 314(a) point of contact, and it can take up to three weeks for changes to take effect. Patriot Act Contacts must login to the FinCEN website and obtain the 314(a) lists when FinCEN emails a request or every 14 days, whichever occurs first. Because matches must be reported to FinCEN within 14 days, it is important to provide additional Patriot Act Contacts. If you have questions about the Patriot Act or BSA compliance, contact your NCUA district examiner or respective SSA.</p> <p>f. <b>Secondary Patriot Act Contact *</b>—Provide an email address where information, such as 314(a) notifications, can be sent to the secondary contact person.</p> <p>g. <b>Third Patriot Act Contact (Optional)</b>—Provide an email address where the NCUA can send information, such as 314(a) notifications.</p> <p>h. <b>Fourth Patriot Act Contact (Optional)</b>—Provide an email address where the NCUA can send information, such as 314(a) notifications.</p> <p>i. <b>Primary Emergency Contact *</b>—Provide an email address for senior credit union officials with decision-making</p>	

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**CONTACTS AND ROLES**  
**NCUA FORM 4501A – PAGE 4**

Item No.	Instructions	Reason
	<p>authority for the credit union and who can be contacted in the event of an emergency.</p> <p>j. <b>Secondary Emergency Contact *</b>—Provide an email address for senior credit union officials with decision-making authority for the credit union and who can be contacted in the event of an emergency. <b>The Primary Emergency Contact and the Secondary Emergency Contact cannot be the same person.</b></p> <p>k. <b>Credit Union Employee</b>—This role may be entered more than once to identify individuals employed by the credit union. The credit union is not required to submit the names of all its employees.</p> <p>l. <b>Information Security Contact *</b>—Provide the name, email address, and phone number for the designated information security contact for information security related updates.</p> <p>m. <b>Cyber Incident Notification Contact, primary*</b> - Provide the name, email address, and phone number for the designated cyber incident notification primary contact.</p> <p>n. <b>Cyber Incident Notification Contact, secondary*</b> - Provide the name, email address, and phone number for the designated cyber incident notification secondary contact.</p>	
7	<p><b>Credit Union Employment Type *◇</b></p> <p>Indicate whether the credit union employs the contact full-time or part-time. If the contact is not employed by the credit union, select “Volunteer.”</p>	<p>Continuity or disaster recovery, Identification, Reporting to other governmental agencies</p>

---

Credit unions must provide a home address, home phone number, work phone number, or cell phone number and an email address for contacts as indicated in CUOnline.◇

---

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**CONTACTS AND ROLES**  
**NCUA FORM 4501A – PAGE 4**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
<b>8</b>	<p><b>Home Address Information*◇</b></p> <p>Provide the home address for the contact. The zip code for a contact in the United States must be 5 or 9 digits.</p> <ul style="list-style-type: none"> <li>a. <b>Home email</b>—Provide a home email address, if available.</li> <li>b. <b>Home Phone</b>—Provide the complete phone number (including area code).</li> <li>c. <b>Home Cell Phone Number</b>—Provide the complete cell phone number(s) (including area code). Cell phone numbers will not be made public and only used by NCUA staff in case of emergency.</li> <li>d. <b>Home Fax Number</b>—Provide complete fax number (including area code).</li> <li>e. <b>Home County</b>—Provide the name of the county where the contact resides.</li> </ul>	Continuity or disaster recovery, Identification, Reporting to other governmental agencies
<b>9</b>	<p><b>Work Address Information ◇</b></p> <p>Provide the work address for the contact. If a contact is retired, the work-related fields could be blank. The zip code for a contact in the United States must be 5 or 9 digits.</p> <ul style="list-style-type: none"> <li>a. <b>Work email</b>—Provide a work email address, if available.</li> <li>b. <b>Work Phone</b>—Provide the complete phone number (including area code). Provide extension numbers, if applicable.</li> <li>c. <b>Work Cell Phone Number</b>—Provide the complete cell phone number(s) (including area code). The NCUA will not make cell phone numbers public and will only call in an emergency.</li> <li>d. <b>Work Fax Number</b>—Provide complete fax number (including area code).</li> <li>e. <b>Work County</b>—Provide the name of the county where the contact works.</li> </ul>	Continuity or disaster recovery, Identification, Reporting to other governmental agencies

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Sites

NCUA FORM 4501A—Page 5

The Sites section of the Profile is mandatory and includes information about the credit union's main and branch offices, disaster recovery location, vital records center, and location of records. Report at least one corporate office and all branch offices.

Item No.	Instructions	Reason
1	<b>Site Name*</b> Provide a name to identify the site. A site name can be a specific name, letter, identifying acronym, or other form of identification that the credit union has assigned to an office. This field will be used to identify different credit union sites.	Continuity or disaster recovery, Identification
2	<b>Operational Status*◇</b> Provide the operational status of each site. <ul style="list-style-type: none"> <li>a. <b>Normal</b>—Fully functional site.</li> <li>b. <b>Planned</b>—A new site that is not operational yet.</li> <li>c. <b>Suspended - Emergency</b>—Site has been impacted by a disaster or some other event and is currently not operational.</li> </ul>	Continuity or disaster recovery, Identification
3	<b>Site Type*</b> Report the type of site as one of the following: <ul style="list-style-type: none"> <li>a. <b>Corporate Office</b>—Site is the main office of the credit union.</li> <li>b. <b>Branch Office</b>—Site is separate from the main office/corporate office.</li> <li>c. <b>Other</b>—Site is not a corporate or branch office. This could be a site that functions as a shared service center/network.</li> </ul>	Continuity or disaster recovery, Identification
4	<b>Is Main Office*</b> Identify the main office for the credit union by checking the Main Office box. A credit union may only identify one main office. For federal credit unions, NCUA will utilize the physical address state associated with the site designated as "main office" for internal reporting purposes. For state chartered or non-federally insured	Continuity or disaster recovery, Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**SITES**  
**NCUA FORM 4501A – PAGE 5**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
	credit unions, NCUA will utilize your designated charter state for internal reporting purposes.	
<b>5</b>	<b>Hours of Operation*</b> Provide the hours of operation for the site, if applicable. (For example, M–F 8:00 am—3:00 pm.) Credit unions are required to enter the hours of operation for the main office location. Some site functions may not have hours of operation (for example, an ATM). For these sites, leave this line blank.	Continuity or disaster recovery, Identification
<b>6</b>	<b>Physical Address*</b> This address is the physical location of the site and is required for all sites. Include the street address, city, state, zip code, county, and country. If the site is in a foreign country, enter the name of the foreign state, province, territory, etc. in the City data field and select the Country from the dropdown list.  A P.O. Box is not an adequate street address. The physical address may be the same as or different from the mailing address. The zip code for sites in the United States must be 5 or 9 digits.	Continuity or disaster recovery, Identification
<b>7</b>	<b>Mailing Address*</b> Provide the full mailing address for the site. Include the street address or P.O. Box number, city, state, zip code, county, and country. The zip code for sites in the United States must be 5 or 9 digits.	Continuity or disaster recovery, Identification
<b>8</b>	<b>Phone numbers</b> Provide complete phone* and fax◇ numbers (including area code) for the site, if applicable.	Continuity or disaster recovery, Identification
<b>9</b>	<b>Site Function(s)</b> Complete the form for the <b>three mandatory</b> site functions (Location of Records, Disaster Recovery Location, Vital Records Center) and provide the site function for any other sites reported from the following list:	Continuity or disaster recovery, Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**SITES**  
**NCUA FORM 4501A – PAGE 5**

**Non-Public Site Functions**

- a. **Disaster Recovery Location\***◊—The disaster recovery location is where the credit union will resume operations if required to leave the main office during a disaster. This may include a branch office located far enough from the main office to assume it will not be affected by the same disaster. This location may be the same as the Vital Records Center but may not be the same as the Location of Records. A P.O. Box is not an adequate Disaster Recovery location.
- b. **Location of Records\***◊—Location of Records refers to the site(s) where the credit union maintains records (accounting, recordkeeping, lending, investment, etc.). Credit union records may be at one or more sites but must be identified at all sites where records are maintained. This field may be completed more than once. The location of records does not include the Vital Records Center.
- c. **Vital Records Center\***◊—A vital records center is required per the NCUA regulations part 749, [Records Preservation Program and Appendices—Record Retention Guidelines; Catastrophic Act Preparedness Guidelines](#), and is defined as a storage facility at any location far enough from the credit union's offices to avoid the simultaneous loss of both sets of records in the event of disaster. The location may be the same as the Disaster Recovery Location but may not be the same as the Location of Records. A P.O. Box is not an adequate Vital Records Center location.
- d. **Backup Generator** ◊—A backup generator provides power to the credit union's main office or branch during a power outage. If the credit union has a backup generator, please check this box.
- e. **Future Office** ◊—A future office is a site that is planned but not yet operational. It can be a corporate office, branch office, or shared service center. The site type should be listed as Other in Item 3 until the site is functional.
- f. **Hot Site** ◊—A hot site is fully configured with compatible computer equipment and can typically be operational within

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◊ Fields marked with a diamond (◊) are non-public and the NCUA will not release this information to the public.



**SITES**  
**NCUA FORM 4501A – PAGE 5**

Item No.	Instructions	Reason
	several hours. Credit unions may rely on the services of a third party to provide backup facilities.	
g.	<b>Planned Evacuation Site</b> ◇—The evacuation site is the location to move people from a dangerous place due to a threat or disastrous event (earthquakes, hurricanes, floods, industrial accidents, fire, chemical accidents, bomb threats, etc.). The evacuation site may be the same as the disaster recovery location. A P.O. Box is not an adequate evacuation site.	
h.	<b>Other</b> ◇—Other should be selected if none of the above site functions are accurate.	

**Public Site Functions**

- a. **Shared Service Center/Network**—Shared service center/networks are sites where members can access their accounts and perform credit union transactions and may include branch locations or other credit unions that belong to a shared network and are separate from the main office location. Do not include the member service branch operations maintained at the credit union’s corporate office location. Identify all shared service centers/networks as “Branch Office” or “Other” Site Type in Item 3. This field may be used more than once.
- b. **ATM**—The credit union may enter its ATM locations in the Profile. This field may be selected more than once. Credit unions are not required to report all their ATM locations.
- c. **Drive Thru**—Members do not have to leave their vehicles to conduct transactions at a drive thru site. It can be located at the corporate office, branch office, and shared service centers. This site may include ATMs. This field may be used more than once.
- d. **Member Services**—Any site where members can access their accounts and conduct transactions is a Member Services site. Member services include deposits, withdrawals, loans, new account services, etc. Member

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**SITES**  
**NCUA FORM 4501A – PAGE 5**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
	services may be conducted at the corporate office, branch office, and shared service centers.	

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Payment Systems Service Provider (PSSP) Information

NCUA FORM 4501A—Page 6

Item No.	Instructions	Reason
1	<p><b>Select the credit union’s Primary Settlement Agent (member share draft clearing, ACH transactions, etc.) *◇</b></p> <p>Select the applicable <a href="#">primary settlement agent</a> the credit union uses to process member share drafts, ACH transactions, and other item processing services. If multiple settlement agents are used, report the settlement agent that processes the most transactions for the credit union. If none of the options apply, select “Not Applicable.”</p> <ul style="list-style-type: none"> <li>a. <b>Federal Reserve Bank</b>—Select this option if the Federal Reserve Bank processes the majority of the credit union’s transactions.</li> <li>b. <b>Credit Union Servicing Organization (CUSO)</b>—Select this option if a CUSO processes the majority of the credit union’s transactions.</li> <li>c. <b>Corporate Credit Union</b>—Select this option if a corporate credit union processes the majority of the credit union’s transactions.</li> <li>d. <b>Federal Credit Union</b>—Select this option if a federal credit union processes the majority of the credit union’s transactions.</li> <li>e. <b>Bank</b>—Select this option if a bank processes the majority of the credit union’s transactions.</li> <li>f. <b>Other Credit Union</b>—Select this option if a credit union other than a federal credit union or corporate credit union processes the majority of the credit union’s transactions.</li> <li>g. <b>Not Applicable</b>—Select this option if the credit union does not use a settlement agent or if the settlement agent is an entity other than those listed.</li> </ul>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**PAYMENT SYSTEM SERVICE PROVIDER (PSSP) INFORMATION**  
**NCUA FORM 4501A – Page 6**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
<b>2</b>	<p><b>Select the name of the main PSSP. *◇</b></p> <p>Select the name of the main <a href="#">payment system service provider</a>. <i>If no PSSP, select Not Applicable. If you provide the name of a PSSP, complete Item 3.</i></p> <p>a. If other was selected from main payment system service provider list, please specify other.</p>	Identification
<b>3</b>	<p><b>Identify the payment service(s) provided by the main PSSP (check all that apply). ◇</b></p> <p>a. Share Draft Processing and Settlement</p> <p>b. Credit Card Processing and Settlement</p> <p>c. Wire Transfers</p> <p>d. ATM and Debit Processing and Settlement</p> <p>e. Electronic Funds Transfer and Direct Deposit</p> <p>f. Other</p>	Identification
<b>4</b>	<p><b>Select the name(s) of additional payment system service providers. ◇</b></p> <p>Select the name(s) of additional payment system service providers, if any. Identify all additional payment system service providers.</p> <p>a. If other was selected from additional payment system service providers list, please specify other.</p>	Identification
<b>5</b>	<p><b>Have you changed or do you plan to change PSSPs within the next 12 months? *◇</b> <i>If yes, complete Items 6 and 7.</i></p>	Identification
<b>6</b>	<p><b>Select the name of the new provider: ◇</b></p> <p>Select the name of the corporate credit union, bank, or other new or intended payment system provider.</p>	Identification
<b>7</b>	<p><b>Identify payment service(s) affected by this change (select all that apply). ◇</b></p> <p>Select each payment service(s) the credit union plans on transitioning or is in the process of transitioning to the new provider identified in Item 5. If you use a corporate credit union</p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**PAYMENT SYSTEM SERVICE PROVIDER (PSSP) INFORMATION**  
**NCUA FORM 4501A – Page 6**

Item No.	Instructions	Reason
	<p>for settlement only (and not for any processing services), select “Other” and enter “Settlement Only” in the space provided.</p> <ul style="list-style-type: none"> <li>a. Share Draft Processing and Settlement</li> <li>b. Credit Card Processing and Settlement</li> <li>c. Wire Transfers</li> <li>d. ATM and Debit Processing and Settlement</li> <li>e. Electronic Funds Transfer and Direct Deposit</li> <li>f. Other</li> </ul>	
8	<p><b>Systems used to process electronic payments</b> (select all that apply). ◇</p> <p>Select all systems the credit union uses to process electronic payments. Electronic payments generally mean any transfer of funds between the credit union and another party (corporate credit union, Federal Reserve Bank, financial institution, or other parties) through electronic systems.</p> <ul style="list-style-type: none"> <li>a. <b>FedLine Solutions</b>—A full suite of applications offering access to electronic payment solutions and information services provided by the Federal Reserve to facilitate the electronic transfer of funds.</li> <li>b. <b>Corporate Credit Union</b></li> <li>c. <b>Correspondent Bank</b>—Banks that perform services, such as the electronic transfer of funds to another party (financial institution, merchant, credit union, government entity, etc.) for the credit union.</li> <li>d. <b>CUSO</b></li> <li>e. <b>CHIPS</b>—The Clearing House Interbank Payments System</li> <li>f. <b>EPN</b>—The Electronic Payments Network</li> <li>g. <b>Other (Please Specify)</b>—If selected, provide the name of the system in the space provided.</li> </ul>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**PAYMENT SYSTEM SERVICE PROVIDER (PSSP) INFORMATION**  
**NCUA FORM 4501A – Page 6**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
<b>9</b>	<p><b>If the credit union performs ACH transfers, are they domestic, international or both?</b> (select all that apply) ◇</p> <p>If the credit union performs ACH transfers, select the applicable box(es) to indicate whether the credit union transfers funds domestically, internationally, or both.</p>	Identification
<b>10</b>	<p><b>If the credit union is an Originating Depository Financial Institution, what types of ACH transactions are originated by the credit union?</b> (select all that apply) ◇</p> <p>Select the box next to each type of ACH transactions the credit union originates.</p> <ul style="list-style-type: none"> <li>a. <a href="#">PPD—Prearranged Payment and Deposit Entry</a></li> <li>b. <a href="#">WEB—Internet Initiated/Mobile Entry</a></li> <li>c. <a href="#">TEL—Telephone Initiated Entry</a></li> <li>d. <a href="#">IAT—International ACH Transactions</a></li> <li>e. <b>Other Consumer Entry Codes</b>—Provide <a href="#">Standard Entry Class codes</a> for other consumer ACH transactions originated by the credit union</li> <li>f. <b>Other Business Entry Codes</b>—Provide <a href="#">Standard Entry Class codes</a> for other business ACH transactions originated by the credit union</li> </ul>	Identification
<b>11</b>	<p><b>If the credit union performs wire transfers, are they domestic, international, or both?</b> (select all that apply) ◇</p> <p>Select the box(es) to indicate whether the credit union wires funds domestically, internationally, or both.</p>	Identification
<b>12</b>	<p><b>Which method(s) can a member use to initiate electronic payments (wire transfer, ACH, etc.) from the credit union?</b> (select all that apply) ◇</p> <p>Select the box(es) next to each process a member can use to initiate electronic payments (wire transfer, ACH, etc.) from the credit union.</p> <ul style="list-style-type: none"> <li>a. Email</li> </ul>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**PAYMENT SYSTEM SERVICE PROVIDER (PSSP) INFORMATION**  
**NCUA FORM 4501A – Page 6**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
b.	Fax	
c.	Online banking	
d.	Telephone	
e.	In person	
f.	Other (Please specify)—provide the method in the space provided.	

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Information Technology (IT)

NCUA FORM 4501A—Page 7

Item No.	Instructions	Reason
1	<p><b>Does the credit union have a website?</b></p> <p>a. <b>Website Address</b>—If you selected yes, provide the website address/URL. Please do not include the “http://” as part of your entry.</p>	Identification
2	<p><b>Where is the website hosted?</b> Select one of the following: ◇</p> <p>a. <b>Internal</b>—Select if the credit union hosts its own website and/or online banking page on a server located on the credit union’s premises and credit union personnel manage the server.</p> <p>b. <b>External</b>—Select if the credit union outsources its website hosting to a vendor that specializes in hosting websites.</p>	Identification
3	<p><b>Provide the name of the external website vendor.</b> ◇</p> <p>Provide the name of the external website vendor that hosts the credit union website.</p>	Identification
4	<p><b>Select the service(s) offered.</b></p> <p>a. <b>Informational website</b>—This service provides general information such as loan and share rates, printable forms, contact information, privacy notices, etc. through a website.</p> <p>b. <b>Mobile Application</b>—Products and services a credit union provides to members through mobile devices. This includes applications for mobile devices, such as notebook and laptop computers, cellular telephones and smart phones, tablets, and audio recording devices.</p> <p>c. <b>Online Banking</b>—Automated delivery of products and services directly to customers through electronic, interactive communication channels. This allows members to access accounts, transact business, or obtain information on financial products and services through the internet.</p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.



**INFORMATION TECHNOLOGY**  
**NCUA FORM 4501A – PAGE 7**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
	Members access online banking services using an electronic device, such as a personal computer.	
<b>5</b>	<b>If a credit union has online or mobile banking, how many members use it? ◇</b>  Report the number of members (not the number of transactions) using online or mobile banking.	Identification
<b>6</b>	<b>Which wireless networks, if any, does the credit union operate: ◇</b>  a. <b>Public or Guest Network</b> —A public or guest network allows the general public to connect to a network, generally the internet.  b. <b>Private or Restricted Network</b> —A private or restricted network is a non-public network where connections are secured. Access is normally arranged by providing a password, passcode, or security key.	Identification
<b>7</b>	<b>Data Processing System used to maintain credit union records:</b>  a. <b>Manual System</b> —Credit union posts and tracks share and loan records manually (e.g., hand-posting). Manual systems are typically paper based.  b. <b>Vendor Supplied In-House System</b> —Vendor provides and maintains the software program(s) required to track member data. This type of product is also called “turnkey,” and in many cases is a complete accounting package (share, loan, general ledger, subsidiaries, teller operations, cash operations, etc.). In most cases, the credit union will install and maintain the hardware to run the software at its office(s). The vendor generally maintains control over software programming and provides updates, patches, fixes, and new releases on a regular or predetermined basis. In some cases, a credit union may ask the vendor to customize software for its particular needs.  c. <b>Vendor Online Service Bureau</b> —Hardware and software systems reside at the vendor’s location; with the exception	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**INFORMATION TECHNOLOGY**  
**NCUA FORM 4501A – PAGE 7**

Item No.	Instructions	Reason
	<p>of the systems a credit union needs to access and transmit data to the vendor. Most, if not all, data processing occurs at the vendor's site. Service bureau vendors generally provide reports (paper, electronic, microfiche, or other) on a regular basis. The credit union connects to a vendor online service bureau through dial-up connections, private lines, the internet, frame relay, or other wide area network (WAN) services. The service provided may be real-time (transaction post upon data entry) or batch processing (data is accumulated throughout a predetermined time period and then transmitted to the vendor for processing at predetermined intervals).</p> <p>d. <b>CU Developed In-House System</b>—The credit union developed, and generally maintains, the software onsite. The credit union is responsible for the hardware and software systems. Generally, in-house developed credit unions maintain a data center (data processing department) staffed with hardware and software personnel.</p>	
8	<p><b>Name the primary share/loan data processing vendor. ◇</b></p> <p>Select the name of the credit union's primary share and loan data processing vendor, if applicable. If Other is selected, enter the name of the vendor in the space provided. If records are posted manually, do not make a selection.</p>	Identification
9	<p><b>If the credit union has undergone or plans to undergo a Core Data Processing Conversion, please provide the following: ◇</b></p> <p>a. <b>Date of Conversion</b>—Provide the date the credit union is undergoing or planning to undergo a data processing conversion, if applicable. You may enter a future date in this field.</p> <p>b. <b>Core Processor Converting/Converted to</b>—Provide the name of the data processor the credit union has or will convert to.</p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**INFORMATION TECHNOLOGY**  
**NCUA FORM 4501A – PAGE 7**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
<b>10</b>	<p><b>Select the service(s) the credit union offers electronically:</b></p> <ul style="list-style-type: none"> <li>a. <b>External or Third-Party Account Aggregation</b>—Service that consolidates and presents account information from many websites.</li> <li>b. <b>Bill Payment</b>—Allows members to transfer money electronically from their account to a creditor, vendor, or an individual to be credited against a specific account. Bill payment lets members schedule one-time or automatic recurring payments.</li> <li>c. <b>Person-to-Person</b>—Allows members to send money from their credit union account to another account (either within or outside of the credit union).</li> <li>d. <b>Electronic Signature Authentication/Certification</b>—Service that allows members to verify, identify, and certify related electronic signatures.</li> <li>e. <b>E-Statements</b>—Allows members to receive periodic statements electronically rather than receiving a paper statement in the mail.</li> <li>f. <b>External Transfers/Payments - ACH</b>—Service that allows members to transfer money to accounts held at other financial institutions.</li> <li>g. <b>Loan Payments</b>—Allows members to make loan payments electronically.</li> <li>h. <b>Member Application</b>—Service that allows members to access and submit an application via the internet. Do not report this item if members must print, mail, or physically deliver the application.</li> <li>i. <b>Point-of Sale Processing</b>—Provides point of sale transaction equipment (debit/credit card terminals, etc.) and processing services to business customers. This is also applicable if the credit union has contracted with a third party to provide these services.</li> <li>j. <b>Mobile Payments</b>—Allows members to make payments (individuals, businesses, purchase goods or services,</li> </ul>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**INFORMATION TECHNOLOGY**  
**NCUA FORM 4501A – PAGE 7**

Item No.	Instructions	Reason
	<p>charitable donations, etc.) using a mobile device.</p> <p>Transaction methods include point-of-sale terminal or near field communication (NFC) technology, mobile applications, text messages (SMS), or taking a photograph of a check and sending it as a payment (not deposit). The amount of the payment may be withdrawn directly from a member's bank account, charged to their credit card, or applied to their phone bill. Do not report bill payment service offered through mobile banking here if the service is comparable to an internet-based bill payment service offered by the credit union.</p> <p>k. <b>Loan Application</b>—Service that allows members to access and submit an application via the internet. Do not report this item if members must print, mail, or physically deliver the application.</p> <p>l. <b>New Share Account</b>—Service that allows members to access and submit an application via the internet. Do not report this item if members must print, mail, or physically deliver the application.</p> <p>m. <b>Remote Deposit Capture</b>—Allows members to remotely scan checks and transmit the scanned image and/or ACH-data to the credit union for posting and clearing.</p> <p>n. <b>Other (Please Specify)</b>—Indicate any electronic service(s) the credit union offers that do not fit in any other category.</p>	
11.	<p><b>Cloud Services (check all that apply)</b></p> <p>a. Infrastructure as a Service</p> <p>b. Platform as a Service</p> <p>c. Software as a Service</p>	Identification
12.	<p><b>Email Services (check one)</b></p> <p>a. On-premises</p> <p>b. Cloud</p> <p>c. Hybrid</p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Regulatory Information

NCUA FORM 4501A—Page 8

Item No.	Instructions	Reason
1	<p><b>Please provide the date of the most recent annual meeting held by the credit union.</b></p> <p>Report the date of the most recent annual meeting the credit union has held.</p>	Required by regulation
2	<p><b>Please provide the effective date of the most recent supervisory committee or financial statement audit.</b></p> <p>Provide the effective date of the most recent Supervisory Committee or financial statement audit. The NCUA regulations §§ 715.4, <a href="#">Audit responsibility of the Supervisory Committee</a> through 715.7, <a href="#">Supervisory Committee audit alternatives to a financial statement audit</a>, establish requirements for the annual audit.</p>	Required by regulation
3	<p><b>Please select the last type of audit performed for the credit union's records.</b></p> <p>Select the type of audit by entering the letter of the description that best characterizes the last audit.</p> <p>a. <b>Financial statement audit per GAAS by independent, state-licensed persons.</b> Also known as an “opinion audit”. Refers to an audit of the financial statements in accordance with Generally Accepted Auditing Standards (GAAS) by an independent, state-licensed person. The objective of a financial statement audit is to express an opinion as to whether the credit union's financial statements taken as a whole present fairly, in all material respects, the financial position and the results of its operations and its cash flows in conformity with Generally Accepted Accounting Principles (GAAP).</p> <p>b. <b>Supervisory Committee audit performed by state-licensed person</b>—Refers to an engagement in accordance with the procedures prescribed in NCUA's Supervisory Committee Guide performed by a certified public</p>	Required by regulation

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**REGULATORY INFORMATION**  
**NCUA FORM 4501A – PAGE 8**

Item No.	Instructions	Reason
	<p>accountant, public accountant, or other state licensed persons.</p> <p>c. <b>Supervisory Committee audit performed by other external auditors</b>—Refers to an engagement in accordance with the procedures prescribed in NCUA’s Supervisory Committee Guide performed by a qualified, non-licensed individual that is not a member of the supervisory committee or the credit union’s internal auditor.</p> <p>d. <b>Supervisory Committee audit performed by the supervisory committee or designated staff</b>—Refers to an engagement in accordance with the procedures prescribed in NCUA’s Supervisory Committee Guide performed by the supervisory committee or its internal auditor.</p>	
4	<p><b>Provide the name of the Audit Firm or Auditor. ◇</b></p> <p>Provide the name of the auditor (if individual) or audit firm that performed the last audit. If the Supervisory Committee performed the audit, report Supervisory Committee in this field.</p>	Identification
5	<p><b>Please provide the effective date of the most recent Supervisory Committee verification of members’ accounts.</b></p> <p>The NCUA regulation § <a href="#">715.3(c)(3)</a> establishes the requirement for the Supervisory Committee to verify members’ accounts, and § 715.8, <a href="#">Requirements for verification of accounts and passbooks</a>, establishes the requirements for the verification of accounts.</p>	Required by regulation
6	<p><b>Please select who completed the verification of members’ accounts.</b></p> <p>a. Supervisory Committee</p> <p>b. Third Party</p>	Required by regulation
7	<p><b>Provide your Supervisory Committee contact information for official correspondence. ◇</b></p> <p>Provide the mailing and email addresses for your supervisory committee. The NCUA will use this information for official correspondence with the Supervisory Committee (such as forwarding member complaints).</p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**REGULATORY INFORMATION**  
**NCUA FORM 4501A – PAGE 8**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
<b>8</b>	<p><b>Please provide the effective date of the most recent Bank Secrecy Act Independent Test. ♦</b></p> <p>The NCUA regulation § <a href="#">748.2(c)(2)</a> requires all federally insured credit unions to provide for independent testing. Report the date of the most recent Bank Secrecy Act independent test.</p>	Required by regulation
<b>9</b>	<p><b>Indicate the Fidelity Bond Provider name.</b></p> <p>Provide the name of the fidelity bond provider used to cover fraud and dishonesty by all employees, directors, officers, Supervisory Committee members, and credit committee members. Fidelity bond also provides insurance coverage for losses such as theft, holdup, vandalism, etc. caused by persons outside the credit union.</p>	Required by regulation
<b>10</b>	<p><b>Indicate the amount of Fidelity Coverage for any Single Loss. ♦</b></p> <p>Report the maximum coverage your fidelity bond provides for any single loss. Your fidelity bond provider may refer to this as blanket bond coverage. The minimum required coverage is based on the credit union's total assets, as outlined in the NCUA regulation § 713.5, <a href="#">What is the required minimum dollar amount of coverage?</a> The minimum fidelity bond requirements also apply to state-chartered credit unions, as indicated in the NCUA regulation § 741.201, <a href="#">Minimum fidelity bond requirements</a>. If you need further assistance, contact your examiner or Regional Office.</p>	Required by regulation
<b>11</b>	<p><b>Please provide Section 701.4 Certification Date (Federal Credit Unions Only). ♦</b></p> <p>Provide the date the credit union complied with the NCUA regulation § 701.4, <a href="#">General authorities and duties of Federal credit union directors</a>. The NCUA regulation § <a href="#">701.4(b)(3)</a> requires directors to receive training to provide financial knowledge commensurate with the size and complexity of the federal credit union. See Letter to Federal Credit Unions</p>	Required by regulation

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

♦ Fields marked with a diamond (♦) are non-public and the NCUA will not release this information to the public.

**REGULATORY INFORMATION**  
**NCUA FORM 4501A – PAGE 8**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
	11-FCU-02, <a href="#">Duties of Federal Credit Union Boards of Directors</a> , for further guidance.	
<b>12</b>	<b>Please provide Section 701.4 certifier’s name (Federal Credit Unions Only). ◇</b>  Provide the name of the official that certifies the credit union’s compliance with the NCUA regulation § 701.4, <a href="#">General authorities and duties of Federal credit union directors</a> .	Required by regulation
<b>13</b>	<b>Please provide Section 701.4 certifier’s job title (Federal Credit Unions Only). ◇</b>  Provide the job title of the official that certifies the credit union’s compliance with the NCUA regulation § 701.4, <a href="#">General authorities and duties of Federal credit union directors</a> .	Required by regulation
<b>14</b>	<b>Does your credit union meet any of the following criteria? ◇</b>  Credit union with 100 or more employees; or Credit union with 50 or more employees and: a. Has a contract of at least \$50,000 with the Federal government; or b. Serves as a depository of U.S. government funds of any amount; or c. Serves as a paying agent for U.S. Savings Bonds. i. Yes ii. No  Credit unions that answer “yes” must respond to item 14a and b and file an EEO-1 Report with the U.S. Equal Employment Opportunity Commission’s (EEOC) EEO-1 Joint Reporting Committee. The EEOC provides additional information on the requirements to file the EEO-1 Report.	Reporting to other governmental agencies
<b>14a</b>	<b>If yes, what is the last date (MM/DD/YYYY) you filed an EEO-1 Report with the EEOC? ◇</b>  Provide the last date the credit union filed an EEO-1 Report with the EEOC’s EEO-1 Joint Reporting Committee.	

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.



**REGULATORY INFORMATION**  
**NCUA FORM 4501A – PAGE 8**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
<b>14b</b>	<p><b>If yes, do you have a diversity policy and/or program in your credit union? ◇</b></p> <p>Indicate whether the credit union has a diversity policy or program by selecting “yes” or “no.”</p>	
<b>15</b>	<p><b>Home Mortgage Disclosure Act – Loan Application Register criteria</b></p> <p>Please refer to the NCUA’s annual Letter to Credit Unions that conveys HMDA data collection requirements by using this link - <a href="https://ncua.gov/regulation-supervision/letters-credit-unions-other-guidance">https://ncua.gov/regulation-supervision/letters-credit-unions-other-guidance</a> and searching HMDA. Additional information on HMDA reporting is available in the HMDA Reporting Getting it Right guide - <a href="https://www.ffiec.gov/hmda/guide.htm">https://www.ffiec.gov/hmda/guide.htm</a></p> <p><b>a. Is your credit union located in a Metropolitan Statistical Area (MSA)?</b></p> <p>Indicate whether the credit union is in an MSA by selecting “yes” or “no”.</p> <p><b>b. Did your credit union originate at least one home purchase loan or refinance a home purchase loan secured by a first lien on a one-to-four unit dwelling during the preceding calendar year?</b></p> <p>Indicate whether the credit union originated at least one home purchase loan or refinanced a home purchase loan secured by a first lien on a one-to-four unit dwelling during the preceding calendar year by selecting “yes” or “no.”</p> <p><b>c. Did your credit union originate closed-end mortgages in each of the two preceding calendar years OR originate open-end lines of credit in each of the two preceding calendar years in excess of the HMDA Loan-Volume Threshold?</b></p> <p>Indicate whether your credit union originated closed-end mortgages in each of the two preceding calendar years OR originated open-end lines of credit in each of the two</p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**REGULATORY INFORMATION**  
**NCUA FORM 4501A – PAGE 8**

<b>Item No.</b>	<b>Instructions</b>	<b>Reason</b>
	<p>preceding calendar years in excess of the HMDA Loan-Volume Threshold by selecting “yes” or “no”.</p> <p><b>d. If you answered yes to all three questions, please provide your HMDA LAR filing date.</b></p> <p>The annual filing period opens on January 1 and the submission deadline is March 1.</p>	
<b>16</b>	<p><b>List any trade names the credit union uses for signage or advertising.</b></p> <p>List any names the credit union uses for signage or advertising that are not the name on file with the NCUA.</p>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Catastrophic Act/Business Continuity Information

NCUA FORM 4501A—Page 9

Item No.	Instructions	Reason
1	<p><b>In the event of a disaster, will the credit union communicate with members through a website? ◇</b></p> <p>Indicate whether the credit union will communicate with its members through a website in the event of a disaster.</p>	Continuity or disaster recovery
2	<p><b>Please check the resources or services you have available and would be willing to share with other credit unions during the time of an emergency if you did not need them. ◇</b></p> <p>Checking a box does not constitute an obligation on the part of the credit union. Check all that apply:</p> <ul style="list-style-type: none"> <li>a. <b>Cash Non-Member Share Drafts</b>—The credit union is willing to cash share drafts for non-members during an emergency.</li> <li>b. <b>Generator</b>—The credit union has a generator to loan or share with another credit union during an emergency.</li> <li>c. <b>IT Support</b>—The credit union has information technology resources that another credit union could use after a disaster occurs. These resources could include equipment, staff, excess server capacity, and telecommunication equipment.</li> <li>d. <b>Mobile Branch</b>—A mobile facility available to serve members. A mobile branch is usually a specialized van, bus, or RV that contains the necessary telecommunication and computer equipment to process member transactions.</li> <li>e. <b>Office Space</b>—The credit union has space it would be willing to share with another credit union after a disaster.</li> <li>f. <b>Staff/Management Services</b>—The credit union has employees that would be willing to assist another credit union after a disaster occurs.</li> </ul>	Continuity or disaster recovery

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

**CATASTROPHIC ACT/BUSINESS CONTINUITY INFORMATION**  
**NCUA FORM 4501A – PAGE 9**

Item No.	Instructions	Reason
3	<p><b>Please provide the date of the last catastrophic act/business continuity test completed by the credit union. ◇</b></p> <p>Do not include a future date. Disaster recovery testing does not have to include a full scale shut down of the credit union's information system.</p>	Continuity or disaster recovery

---

*For more information on Catastrophic Act/Business Continuity Testing, see the FFIEC IT Examination Handbook [Business Continuity Management Booklet](#).*

---

4	<p><b>Indicate the method(s) used for the last catastrophic act/business continuity test completed by the credit union. ◇</b></p> <p>Select the box that describes the method(s) used in the last disaster recovery test:</p> <ul style="list-style-type: none"> <li>a. <b>Orientation/Walk Through</b>—Assemble the disaster recovery team to discuss the critical areas of your disaster recovery plan and their duties and responsibilities in the event of an emergency.</li> <li>b. <b>Tabletop/Mini-Drill</b>—Devise a simulated scenario designed to test the response capability of personnel and their understanding of the disaster recovery plan.</li> <li>c. <b>Functional Testing</b>—Test the credit union's communications and/or software restoration capabilities according to your disaster recovery plan to ensure the credit union can restore operations to fully functional. This type of testing can include sending personnel to the recovery site to restore operations remotely, per the credit union's disaster recovery plan.</li> <li>d. <b>Full-Scale Testing</b>—Implement all or portions of the disaster recovery plan by processing data and transactions using backup media at the recovery site.</li> </ul>	Continuity or disaster recovery
---	---	---------------------------------

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Credit Union Programs and Member Services

NCUA FORM 4501A—Page 10

The Programs and Member Services section of the Profile reports various programs and services offered by the credit union.

Item No.	Instructions	Reason
1	<p><b>Credit Union Programs.</b></p> <p>Select the programs the credit union currently offers.</p> <ul style="list-style-type: none"> <li>a. <b>Approved Mortgage Seller</b>—Applies if the credit union has filed an application and been approved to sell mortgages on the secondary market.</li> <li>b. <b>Brokered Certificates of Deposit</b>—Applies if the credit union purchased certificates of deposits through or from a broker.</li> <li>c. <b>Brokered Deposits (All Deposits acquired through a 3<sup>rd</sup> party)</b>—Applies if the credit union regularly (in the last six months) acquires deposits from a third party that is compensated for that function, regardless of whether the funds were transferred through the third party or directly from the depositor. This applies to all deposits (certificates, share drafts, or other share types).</li> <li>d. <b>Investment Pilot Program (FCU Only)</b>—Applies if the credit union has investments on the Statement of Financial Condition that were purchased under the requirements of the NCUA regulation § 703.19, <a href="#">Investment Pilot Program</a>.</li> <li>e. <b>Deposits and Shares Meeting 703.10(a)</b>— The NCUA regulation § <a href="#">703.10(a)</a> applies if the credit union holds a non-security deposit or shares in a bank, credit union or other financial institution that has any of the following features: <ul style="list-style-type: none"> <li>• Embedded options</li> <li>• Remaining maturities greater than 3 years</li> <li>• Coupon formulas that are related to more than one index or are inversely related to, or multiples of, an index</li> </ul> </li> </ul>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

- f. **Mortgage Processing**—The act of originating, processing, and closing mortgage applications from borrowers for sale directly on the secondary market or for another funding source.

**Payday Alternative Loans (PALs I & II—FCU Only)**—Select the type(s) of PALs loans currently offered by the credit union.

- g. **PALs I (FCU Only)**—In September 2010, NCUA amended its general lending rule to enable FCUs to offer Payday Alternative Loans (PALs) as a viable alternative to predatory payday loans. The amendment permits FCUs to charge a higher interest rate for a PAL than is permitted under the general lending rule, but imposes limitations on the permissible term, amount, and fees associated with a PAL. According to the NCUA regulations § 701.21(c)(7)(iii), [Payday alternative loans \(PALs I\)](#), PALs I are defined as closed-end loans with the following conditions:
- i. The principal of the loan is not less than \$200 or more than \$1,000;
  - ii. The loan has minimum maturity term of one month and a maximum maturity term of six months;
  - iii. The Federal credit union does not make more than three PALs I or PALs II loans in any rolling six-month period to any one borrower and makes no more than one PALs I or II loans at a time to any borrower;
  - iv. The Federal credit union must not rollover any PALs I or PALs II loans. The prohibition against roll-overs does not apply to an extension of the loan term within the maximum loan terms in paragraph (c)(7)(iii)(3) provided the Federal credit union does not charge any additional fees or extend any new credit;
  - v. The Federal credit union fully amortizes the PALs I loan;
  - vi. The Federal credit union requires the borrower to be a member for at least one month before receiving a PALs I loan;
  - vii. The Federal credit union charges a reasonable application fee to all members applying for a new PALs I loan that reflects the actual costs associated with

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

processing the application, but in no case may the application fee exceed \$20; and

- viii. The Federal credit union includes, in its written lending policies, a limit on the aggregate dollar amount of PALs I and PALs II loans that does not exceed 20 percent of net worth and implements appropriate underwriting guidelines to minimize risk; for example, requiring a borrower to verify employment by providing at least two recent pay stubs.

h. **PALs II (FCU Only)**—According to NCUA regulations § 701.21(c)(7)(iv), [Payday alternative loans \(PALs II\)](#), a Payday Alternative Loan (PALs II) is defined as a closed-end loan with the following conditions:

- i. The principal of the loan is not more than \$2,000;
- ii. The loan has a minimum maturity term of one month and a maximum maturity term of 12 months;
- iii. The Federal credit union does not make more than three PALs I or II loans in any rolling six-month period to any one borrower, and makes no more than one PALs I or II loans at a time to any borrower;
- iv. The Federal credit union must not rollover any PALs I or PALs II loan. The prohibition against roll-overs does not apply to an extension of the loan term within the maximum loan terms in paragraph (c)(7)(iv)(A)(3) provided the Federal credit union does not charge any additional fees or extend any new credit;
- v. The Federal credit union fully amortizes the loan;
- vi. The Federal credit union charges a reasonable application fee to all members applying for a new PALs II loan that reflects the actual costs associated with processing the application, but that in no case exceeds \$20;
- vii. The Federal credit union does not assess a fee or charge, including a non-sufficient funds fee, on the borrower's account pursuant to the federal credit union's overdraft service in connection with any PALs II loan; and
- viii. The Federal credit union includes, in its written lending policies, a limit on the aggregate dollar amount of PALs

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

I and II loans made that does not exceed an aggregate of 20 percent of net worth and implements appropriate underwriting guidelines to minimize risk; for example, requiring a borrower to verify employment by providing at least two recent pay stubs.

## 2 Member Service and Product Offerings (select all that apply)

Select each member service or product the credit union currently offers.

### Financial Literacy Education

Identification

- a. **Financial Counseling**—Programs designed to help individuals make the best use of their financial assets and achieve specific economic objectives, such as adequate funding of a child's college education expenses, or post-retirement needs. This can include providing assistance with budgeting and debt management.
- b. **Financial Education**—Programs focusing on building basic money management skills that lead to an understanding of financial services, personal finance, savings, and the importance of good credit.
- c. **Financial Literacy Workshops**—Workshops to improve members' knowledge of financial issues.
- d. **First Time Homebuyer Program**—Special counseling or education to assist members with the purchase of their first home.
- e. **Credit Management and Repair**—Programs to assist members in correcting and learning from previous financial mistakes (for example, credit report/score improvement).
- f. **Online Financial Literacy**—Programs that focus on basic money management skills through online content or courses.

### Consumer Initiated Remittance Transfers

Identification

- a. **International Remittances** ◇—International transfers that are “remittance transfers” under subpart B of Regulation E (12 CFR § 1005.30(e)).
- b. **Low-cost wire transfers** ◇—Wire transfer services to consumer members in the United States for less than \$20 per transfer.

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.



- c. **Proprietary remittance transfer services operated by the CU** ◇—Proprietary services other than wires or ACH transfers for purposes of sending international remittances. This applies if your credit union is the provider. The types of services may include cash-based transfers, bill payment services, prepaid card services, or others that qualify as international remittances.
- d. **Proprietary remittance transfer services operated by another person** ◇—Proprietary services other than wires or ACH transfers, for purposes of sending international remittances. This applies if another person (such as a state-licensed money transmitter) is the provider and the credit union is an agent or similar type of business partner. The types of services may include cash-based transfers, bill payment services, prepaid card services, or others that qualify as international remittances.

#### **Other Member Services and Products**

Identification

- a. **No Cost Share Drafts**—Share draft accounts with no monthly maintenance fee.
- b. **No Cost Bill Payer**—Online bill payment services offered to members at no charge.
- c. **No Cost Tax Preparation Services (i.e., IRS Volunteer Income Tax Assistance)**—Credit union works with the IRS to sponsor a VITA site. The site or sites may not be located at the credit union or its branches.
- d. **Share Certificates with a low minimum balance requirement**—Share certificates with a minimum balance of \$500 or less.
- e. **Student Scholarship**
- f. **Credit Builder**
- g. **Bilingual Services**—Offer disclosures, information and/or member services in additional languages other than English.

#### **Youth Savings Accounts/Programs**

Identification

These programs are often structured as in-school credit union programs that offer students basic savings accounts. They are generally linked to an array of financial education efforts, including personal financial management, banking operations, or both. They

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

are intended to help students understand the value of saving for the future by opening and managing savings accounts. These accounts generally have very low minimum balance requirements and low or no monthly maintenance fees.

Material account terms and conditions are also explained in an age-appropriate manner. Select the type of account(s) the credit union offers through these types of programs.

- a. Offer Custodial Accounts
- b. Offer Non-Custodial Accounts

**In-School Branches (Specify number of branches for each type of school selected)** Identification

Credit union maintains branches in schools to promote financial education, knowledge of the credit union system and thrift to school students. Students usually run these branches. If the branch solely serves school faculty and staff, this item does not apply.

- a. **Elementary School**—Report the number of branches.
- b. **Middle School**—Report the number of branches.
- c. **High School**—Report the number of branches.

**3 Does the credit union offer an ATM Network that is surcharge free? \* If yes, complete Item 4.** Identification

Select Yes if the credit union's ATM Network is surcharge free.

**4 Provide the name of the surcharge free ATM Network.** Identification

Enter the name of the surcharge free ATM Network.

**5 Does the credit union participate in Shared Service Centers/Networks? \* If yes, complete Item 6.** Identification

Select Yes if the credit union participates in Shared Service Centers/Networks, if not, select No.

**6 Provide the name of the Shared Service Center/Network.** Identification

Enter the name of the Shared Service Center/Network.

**7 Payday Alternative Loans (PALs I & II loans) program (FCUs Only). ◇** Identification

Place a "✓" in the associated box for all services the credit union offers (Check all that apply). The NCUA amended its general lending rule to enable federal credit unions to offer short-term, small amount loans as a viable alternative to predatory payday loans. This

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

amendment permits federal credit unions to charge a higher interest rate for a PAL loan than is permitted under the general lending rule, but imposes limitations on the permissible term, amount, and fees associated with PAL loans. Refer to the NCUA regulations § 701.21(c)(7)(iii), [Payday alternative loans \(PALs I\)](#) for PALs loan requirements.

- a. Credit Bureau Reporting
- b. Financial Education
- c. Forced Savings Component
- d. Payroll Deduction

**8 Does the credit union use [financial technology](#) companies to provide member services? \* If yes, complete Item 9.** Identification

Select Yes if the credit union uses financial technology companies to provide member services, if not, select No.

**9 If the credit union uses financial technology companies to provide member services, select the services offered:** Identification

- a. Auto Lending  
Include both direct and indirect
- b. Mortgage Lending
- c. Secured personal loans
- d. Unsecured personal loans
- e. Lead generation for new members
- f. Lead generation for share accounts
- g. Acquire participation loans
- h. Person-to-person payments
- i. Investment security exchange services  
Including buying, selling, and holding securities
- j. Communication  
Including artificial intelligence to interact with members

**10 Does the credit union offer cryptocurrency services to members? \* If yes, complete Item 11.** Identification

Select Yes if the credit union offers cryptocurrency services to members, if not, select No.

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

- 11 If the credit union offers cryptocurrency services to members select the services offered:** Identification
- a. Exchange services  
Including buying, selling, and holding cryptocurrency
  - b. Non-custodial wallets
  - c. Custodial wallets  
Including digital storage solutions
  - d. Loans secured by [digital assets](#)
  - e. Depository for stablecoin reserves
  - f. Mobile application  
The credit union's mobile application provides information on a member's cryptocurrency holdings
- 12 Does the credit union use blockchain or distributed ledger technology to offer services to members or to record and store data? \*** Identification
- Select Yes if the credit union uses blockchain or distributed ledger technology to offer services to members or to record and store data, if not, select No.

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Credit Union Grant Information

---

NCUA FORM 4501A—Page 11

For each of the grantors listed, enter the required information in the labeled columns:

- **Date Awarded**—Report the date the grant was awarded.
- **Amount Awarded**—Report the dollar amount of the award.
- **Grant Type**—Report the type of grant from the following list:
  - a. Capital—Unrestricted donation to equity
  - b. Subsidy for Risk or ALLL
  - c. Program Grant
  - d. Pass Through

**The NCUA will release this information to the public.**

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

# Merger Partner Registry

NCUA FORM 4501A—Page 12

In the Merger Partner Registry section of the Profile, credit unions can express an interest in being considered for credit union consolidations through either a business combination (merger) or purchase and assumption. This information is optional, and credit unions are not required to complete this information. If you provide this information, NCUA staff may contact the credit union about potential credit union consolidations.

**The NCUA will not release this information to the public.**

Item No.	Instructions	Reason
1	<b>Is your credit union interested in expanding its field of membership through a consolidation? ◇</b> If you answer “Yes,” the credit union is required to provide the information in item 2. Item 3 is optional.	Identification
2	<b>Please provide the name and phone number of the person at the credit union who can be contacted regarding any potential consolidation. ◇</b> Provide the job title, name, and phone number of the person NCUA may contact.	Identification
3	<b>Please identify the geographic areas in which the credit union is interested. (Select only ONE box) ◇</b> <ul style="list-style-type: none"><li>• Anywhere in the United States—If this option is selected, no additional information is required.</li><li>• Anywhere within selected states (please specify state(s)—If this option is selected, identify one or more states for consideration.</li><li>• Specific counties/cities within selected state(s)—State selection and county/city input are required. Identify the state(s) and county(ies) or city(ies) for consideration. Enter only one county or city per line.</li></ul>	Identification

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.

## Definitions

---

Term	Definition
Digital Asset	Distributed ledger technology-based tokens such as virtual currencies, cryptocurrencies, crypto-assets, utility tokens, etc. <a href="#">Return to instructions</a>
Financial Technology	The use of technology service providers to offer member financial services, or to improve member experience, through automated platforms and delivery channels. <a href="#">Return to instructions</a>
IAT—International ACH Transactions	An <a href="#">SEC code</a> that can be a consumer or non-consumer debit or credit. Part of a payment transaction involving a financial agency's office that is not located in the territorial jurisdiction of the US. IAT transactions focus on where the financial institution that handles the payment transaction (movement of the funds) is located and not where any other party to the transaction (the Originator or Receiver) is located. <a href="#">Return to instructions</a>
Official	A member of the board of directors, committee members, and <a href="#">senior executive officers</a> .
Payment System Service Provider	A third party, other than the Originating Depository Financial Institution (ODFI) or Receiving Depository Financial Institution (RDFI), that performs any function on behalf of the ODFI or the RDFI related to payment processing. These functions would include the creation and sending of files or acting as a sending or receiving point on behalf of a participating depository financial institution. <a href="#">Return to instructions</a>
PPD—Prearranged Payment and Deposit Entry	An <a href="#">SEC code</a> that identifies recurring consumer debit (prearranged payment) or consumer credit (direct deposit) entries. <a href="#">Return to instructions</a>
Primary Settlement Agent	Settlement agents (typically financial institutions) record the debit and credit positions of the parties involved in a transfer of funds. The settlement agent is responsible for transferring the funds (settlement) and recording the details of the transaction.

## DEFINITIONS

	<a href="#">Return to instructions</a>
Senior executive officers	A credit union's chief executive officer, any assistant chief executive officer, and the CFO. This includes employees of an entity, such as a consulting firm, hired to perform the functions of positions covered by the NCUA regulations. For additional information refer to the NCUA regulation § 701.14(b), <a href="#">Definitions</a> .
Standard Entry Class Code	A specific three-digit code, appearing in the ACH record format that identifies each ACH application. Also known as an SEC code. <a href="#">Return to instructions</a>
TEL—Telephone Initiated Entry	An <a href="#">SEC code</a> that identifies a consumer debit entry pursuant to an authorization obtained from the Receiver via the telephone. <a href="#">Return to instructions</a>
WEB—Internet Initiated/Mobile Entry	An <a href="#">SEC code</a> that identifies a consumer debit entry initiated pursuant to an authorization obtained from the Receiver via the internet or wireless network. Can be either a recurring or a one-time debit. <a href="#">Return to instructions</a>

\* Fields marked with an asterisk (\*) are mandatory and must be completed.

◇ Fields marked with a diamond (◇) are non-public and the NCUA will not release this information to the public.