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National Credit Union  
Administration

**A Handbook  
for Obtaining  
Information from  
NCUA**

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● **How can I get records from NCUA?**

You can make a request under the Freedom of Information Act (FOIA). FOIA is a federal law that provides any person a right of access to many federal agency records. This right is enforceable in a court of law; however, NCUA is authorized to withhold certain kinds of records that are exempt.

● **Do I need to file a written FOIA request to receive general information about NCUA?**

No. You can find a great deal of information about NCUA on the World Wide Web at [www.ncua.gov](http://www.ncua.gov). Records that are publicly available such as press releases, speeches, and some staff manuals can also be obtained from the NCUA Office of Public and Congressional Affairs (PACA) or the NCUA Office of Administration (OA). PACA is responsible for maintaining NCUA's relationship with the public and the media. For more information, call (703) 518-6330. OA is responsible for, among other things, the sale and distribution of NCUA's publications. An order form for publications is available on our web site or you may call (703) 518-6410 for more information.

● **What kind of records can I request from the NCUA under the FOIA?**

You may obtain any non-exempt agency record. For example:

- *Fields of Membership* - Who may join a particular credit union
- *Credit Union Charter* - Certificate of organization
- *Report of Officials* - Persons who have agreed to serve the credit union's member-ship
- *Financial Performance Reports* - A five-year historical analysis of credit unions in the same peer group

- *Procurement Contracts* - With whom NCUA is doing business

● **What records are available for viewing without filing a request and where do I go?**

There are many records accessible through the NCUA web site or at the NCUA reading room in Room 6076B, at 1775 Duke Street, Alexandria, VA 22314-3428 from 8 a.m. to 5 p.m. Monday through Friday. In the reading room, you may view and copy such records as:

- *Interpretive Rulings and Policy Statements*
- *Administrative Orders*
- *General Counsel Opinion Letters*
- *Comment Letters on Proposed NCUA Regulations*
- *Proposed NCUA Rules and Regulations*
- *Staff Manuals*

On the NCUA web site, at [www.ncua.gov](http://www.ncua.gov), you can also view many of these records as well as credit union call report data, NCUA press releases and Inspector General Audit Report summaries and semiannual reports.

● **What NCUA rules and regulations govern FOIA activities?**

Part 792, Subpart A of the NCUA Rules and Regulations. (12 CFR §792)

● **How do I get a copy of NCUA's FOIA Regulation?**

Make a written request to the Office of General Counsel, stop by our reading room or download a copy from our web site.

- **Can I request a copy of the NCUA FOIA Annual Report?**

Yes, from the Office of General Counsel, 1775 Duke Street, Alexandria, VA 22314-3428. Beginning with the 1998 fiscal year, NCUA's annual FOIA report will also be available from our web site.

- **Must I use a special form to file an FOIA request?**

No form is required. Simply send us a letter with a detailed description of the records you are seeking and other pertinent information. See §792.08 of our regulation for more information about making a FOIA request.

- **Where do I send my written request?**

Your request will be processed more quickly if you send it to the NCUA office that is most likely to maintain the records you are seeking. The addresses are listed on this brochure. For example, if you are seeking records about a credit union, send your request to the responsible NCUA regional office. If you are seeking NCUA-wide records, send your request to the Office of General Counsel. If you are not sure which office might have the records you are seeking, you can call or write any office listed on this brochure to ask, or just send your request to the Office of General Counsel and you will be notified if it is transferred to another office. You may also send your request via e-mail to FOIA@ncua.gov.

- **Is there a fee for filing a FOIA request?**

The law permits agencies to recover some of the costs of processing a FOIA request. See §§ 792.19-792.26 of our regulation for more information. NCUA's fee schedule is available on the web site.

- **How long will it take NCUA to respond to my request?**

Usually, we respond within 20 business days. You can request an expedited response if you have a compelling need. See §792.18 of our regulation for more information.

- **What kinds of records can NCUA withhold from me?**

Generally, exempt information includes credit union examination records; records which if released, would cause an unwarranted invasion of personal privacy; confidential proprietary business information; internal communications regarding proposed NCUA policies; and law enforcement investigative records.

- **How will I know what records NCUA has withheld from me?**

NCUA's written response will identify what records have been withheld and the FOIA exemptions that were applied.

- **What happens if NCUA does not have the records I want?**

You will be notified in writing. If we know the records are located at another federal agency, we will advise you.

- **How do I reach the FOIA office or the person who is handling my request?**

Depending upon where you sent your written request, you may contact either the NCUA Office of General Counsel or the NCUA office listed on this brochure.

**REGION I - ALBANY — (518) 862-7400**

9 Washington Square  
Washington Avenue Extension  
Albany, NY 12205  
Fax Number: (518) 862-7420  
E-mail address: region1@ncua.gov

**REGION II - CAPITAL — (703) 519-4600**

1775 Duke Street, Suite 4206  
Alexandria, VA 22314-3437  
Fax Number: (703) 519-4620  
E-mail address: region2@ncua.gov

**REGION III - ATLANTA — (678) 443-3000**

7000 Central Parkway, Suite 1600  
Atlanta, GA 30328  
Fax Number: (678) 443-3020  
E-mail address: region3@ncua.gov

**REGION IV - CHICAGO — (630) 955-4100**

4225 Naperville Road, Suite 125  
Lisle, IL 60532  
Fax Number: (630) 955-4120  
E-mail address: region4@ncua.gov

**REGION V - AUSTIN — (512) 342-5600**

4807 Spicewood Springs Road, Suite 5200  
Austin, TX 78759-8490  
Fax Number: (512) 342-5620  
E-mail address: region5@ncua.gov

**REGION VI - PACIFIC — (925) 363-6200**

2300 Clayton Road, Suite 1350  
Concord, CA 94520  
Fax Number: (925) 363-6220  
E-mail address: region6@ncua.gov

**ASSET MANAGEMENT & ASSISTANCE CENTER  
(512) 231-7900**

4807 Spicewood Springs Road, Suite 5100  
Austin, TX 78759-8490  
Fax Number: (703) 231-7920  
almcmail@ncua.gov  
E-mail address: region6@ncua.gov

**OFFICE OF INSPECTOR GENERAL — (703) 518-6352**

1775 Duke Street  
Alexandria, VA 22314  
Fax Number: (703) 518-6349  
E-mail Address: OIGMail@NCUA.