



CREDIT UNION ONLINE ACCESS CAPTURING CALL REPORT & REPORT OF OFFICIALS DATA ONLINE FREQUENTLY ASKED QUESTIONS

- 1. What changes are being made?**
NCUA is developing an online (web-based) environment for federally insured credit unions to self-manage profile information, submit data, and receive information from NCUA.
- 2. When do these changes take effect?**
The new online profile and Call Report will be deployed in late 2009 for natural person credit unions and 2010 for corporate credit unions.
- 3. What is the “online profile”?**
The online profile will include information that NCUA maintains about a credit union that infrequently changes. For example, the credit union address(es), phone number(s), list of officials, hours of operation, etc. Credit unions will be able to change certain fields online. NCUA will provide a real-time environment for updating contact information.
- 4. Will I be required to use the online system?**
Yes. All federally insured credit unions with access to the Internet will be required to submit their data online. If a credit union has computer disruptions during the upload period, they will be directed to contact their NCUA or State Supervisory Authority (SSA) representative to obtain the Profile form and Call Report forms. They will be required to complete the paper forms and return them to their NCUA or SSA representative.
- 5. I am a manual credit union. How does this affect me?**
Credit unions that are unable to use the online system will be provided with two forms each cycle, a Profile form and a 5300 Call Report form. Manual credit unions will complete both forms and return them to their respective NCUA or State Supervisory Authority.
- 6. What are the requirements to access the system?**
Credit unions will need a computer with Internet Access (high speed is preferred), Internet Explorer 6.0 or higher, a valid email address (not necessarily credit union related), a login and password.
- 7. Can other credit unions or the public see my profile information?**
A public user will see only non-confidential information. A credit union user will have access to only their credit union’s confidential information.
- 8. What changes are coming to the 5300/5310 Call Report process?**
The Call Report will be a part of a credit union’s profile. Credit unions will complete and submit their Call Report online through the Internet.



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9. Will I still receive software from NCUA?

No. There is no software to install. The Call Report will be completed with an online form.

10. My data processing vendor provides software for me to import my general ledger into the Call Report software. Will NCUA still provide a schema to software vendors?

Yes. NCUA will provide a schema for vendors to develop software to import into the online form.

11. What changes are being made to the Report of Officials (ROO)?

The Report of Officials will be a part of the online profile. Upon deployment, NCUA will no longer provide software for credit unions to update and submit to NCUA. As needed, credit unions will log in to the system and update their officials and branch information online.

12. If the ROO is in the profile, how will NCUA capture our branch information?

The branch information will be included in the profile. Credit unions will input a complete listing of branch information once, and subsequent input will be required only for additions, deletions, or changes to the data.

13. In the 5300 and/or 5310 Call Reports, Disaster Recovery, Patriot Act, Emergency Contact, and IS & T information does not change frequently. Will it be part of the profile?

Yes. This information is currently collected in the 5300 and/or 5310 Call Report. It will be moved to the profile and credit unions will update this information as it changes. This will eliminate the need for credit unions to enter Call Report data that infrequently changes each cycle.

14. Is the system secure?

NCUA is dedicated to providing secured information access. To ensure your information is protected and only available to you, each user will identify themselves using a multi-layered authentication process requiring a unique login and password. Once identified, the authenticated users will be able to access only information which they are authorized to view. In addition, all communication of sensitive information between your browser and NCUA's web servers will be encrypted using the industry-standard Secure Sockets Layer (SSL) technology to prevent others from intercepting and accessing your information.



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15. I am the only employee in the credit union. Can a Board Member have access to the system as a back-up?

Yes. All credit unions are required to have at least two administrators. There is no limit to the number of users a credit union can have. We recommend credit unions have a back-up for completing the Call Report and maintaining the profile information.

16. What if I need to make a correction to a prior period Call Report?

Credit unions will still have the ability to correct prior period cycles.

17. Will I be able to start working on the Call Report, save my work, and come back later to complete it?

Yes. All users will be able to save their work, log off, and return later. The Call Report will not be accepted until all information is completed and all errors corrected.

18. Will I still receive a hard copy of the Call Report form and instructions?

Only credit unions who are not required to use the system (credit unions without access to the Internet) will receive a hard copy of the call report form. The forms and instructions will be available on NCUA's website for viewing, printing, and downloading. The system will contain online instructions that credit unions can reference while completing their profile and/or Call Report.

19. Can I print a blank Call Report form and instructions?

Yes. Credit unions will be able to print the form and instructions from the online system and from NCUA's website.

20. If my credit union allows multiple users to access our profile and Call Report, can I limit who can submit the Call Report?

No. All users can add and update all portions of the profile and Call Report. Any user can submit the Call Report for the credit union once all information is completed and errors corrected. Credit unions will need to carefully consider who they assign "user" permissions to.

21. Will examiners and State Supervisory Authorities still conduct a quality audit check of the Call Report?

Yes. For federally chartered credit unions, the assigned NCUA examiner will review and validate the call report information submitted by the credit union. For state chartered credit unions, the respective State Supervisory Authority will review and validate the call report data submitted by the credit union.



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22. Will NCUA notify credit unions when the Call Report is due?

NCUA will still send a letter to all natural person credit unions each call report cycle outlining the start and end dates of the cycle. For corporate credit unions, 5310s are due by the 20th of each month unless instructed otherwise by the Director, Office of Corporate Credit Unions.