

## NCUA and FinCEN hold BSA Compliance Webinar

More than 2,000 members of the credit union industry participated February 6 in the first webinar hosted jointly by the National Credit Union Administration (NCUA) and the Financial Crimes Enforcement Network (FinCEN). *Entitled BSA: A Year in Review and Setting the Table for 2007*, the free webinar provided information and guidance to credit unions about Bank Secrecy Act (BSA) obligations.

The interactive electronic format allowed viewers to ask questions to NCUA and FinCEN panelists. Chairman JoAnn Johnson and FinCEN Associate Director of Regulatory Policy and Programs Jamal El-Hindi joined panel participants in discussing NCUA's BSA examination program, BSA compliance issues, recent regulatory changes, how to prepare for a BSA compliance review, and FinCEN's role as BSA administrator. The program also included a presentation on the value of BSA data and how FinCEN uses it.

The Webinar and Q&A session is available online at [www.ncua.gov](http://www.ncua.gov).



**Alexandria, Va., February 6, 2007** – Bank Secrecy Act Compliance Webinar panelists include, from the left, NCUA Office of General Counsel Trial Attorney Margaret McPartlin; Office of Examination & Insurance Program Officer Matt Biliouris; and Chairman JoAnn Johnson; along with FinCEN Regulatory Policy and Programs Associate Director Jamal El-Hindi; and Office of Regulatory Analysis, Regulatory Policy and Programs Division Assistant Director Nona Tiedge.

## Vice Chairman holds Risk Mitigation Summit

NCUA Vice Chairman Rodney E. Hood hosted a Risk Mitigation Summit January 11, 2007, at the United States Chamber of Commerce in Washington, D.C. The filled to capacity event brought over 120 people to hear government and industry leaders discuss the latest and most effective techniques for risk mitigation.

“Today’s Risk Mitigation Summit stems

from my core belief that credit unions must have regulatory flexibility and empowerment to manage risks if they are going to become leading financial institutions,” Vice Chairman Hood said.

Vice Chairman Hood encouraged audience members not to simply avoid risks, but to manage them effectively in order to stimulate economic growth.

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## News briefs

**NCUA encourages continued flexibility**  
-- *Letter to Federally Insured CUs 07-CU-02: Reminder of Supervisory Guidance for Financial Institutions Affected by Hurricane Katrina* reiterates that 2006 guidance remains relevant as financial institutions continue to work through long-term affects of the disaster, and it encourages continued flexibility in work-out or restructuring arrangements with customers still facing financial uncertainties. Locate the original Katrina guidance issued in February 2006 at [http://www.ffiec.gov/pdf/katrina\\_examinerguidance.pdf](http://www.ffiec.gov/pdf/katrina_examinerguidance.pdf).

**Evaluate collateral using AVMs** – Credit unions can use automated valuation methods (AVMs) to determine the value of real property for smaller mortgages provided each market valuation calculated by the AVM is reviewed by an individual with knowledge, training and experience in the local real estate market. For details, see NCUA Office of General Counsel Opinion Letter 06-1219 online at [http://www.ncua.gov/RegulationsOpinionsLaws/opinion\\_letters/opinion\\_letters.html](http://www.ncua.gov/RegulationsOpinionsLaws/opinion_letters/opinion_letters.html).

# NCUA News

## National Credit Union Administration

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

JoAnn Johnson, Chairman  
Rodney E. Hood, Vice Chairman  
Christiane Gigi Hyland, Board Member

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## Peter Barrett becomes senior policy advisor to Chairman Johnson



Chairman JoAnn Johnson has named Peter C. Barrett as her senior policy advisor assisting with a broad range of issues concerning

the agency and helping oversee day to day operations.

“I am delighted to have Peter join NCUA,” said Chairman Johnson. “His Congressional experience pertaining to credit union issues will make him an exceptional addition to our team. I’m very pleased to bring someone of his caliber to the agency.”

Barrett most recently served as senior counsel to the Majority staff of the House of Representatives Financial Services Committee from 2003 to 2007. He provid-

ed legal counsel, organized legislative and oversight hearings, and developed strategies to pass bills into law. His legislative accomplishments include: the Fair and Accurate Credit Transaction Act of 2003, Deposit Insurance Reform Act; Financial Services Regulatory Relief Act; Internet Gambling Prohibition and Enforcement Act, and Financial Netting Improvements Act of 2006.

Prior to joining the Committee, Barrett served as counsel and judicial assistance to U.S. District Court Chief Judge Thomas F. Hogan in the District of Columbia. Barrett also served as counsel of the Archdiocesan Legal Network and on the Majority staff of the U.S. Senate Committee on Banking, Housing, and Urban Affairs.

Barrett holds a J.D. from the University of Notre Dame Law School and a B.A. from Brown University.

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*Washington, D.C., January 11, 2007 – Robert M. Couch, President, Government National Mortgage Association (Ginnie Mae) addresses the Risk Mitigation Summit as Rodney Hood, NCUA Vice Chairman; and Geoff Bacino, Federal Finance Board Member and former NCUA Board Member look on from the speakers table.*



“I ask that you join me on this journey seeking clarity in the balance of risks and rewards, amid economic indicators we often wish were clearer and more predictable,” Hood said. “The speed and complexity of the world does not change the fact that growth – whether in our personal lives, in our society or in our businesses – is and has always been about taking risk. As financial service providers, today’s credit unions are able to create member value and stimulate economic

growth by taking risks. The seeds you plant today will shape America’s families and communities tomorrow.”

The Summit featured sessions on loan funding alternatives, risk measurement and management approaches, and various outlets for asset securitization and sales.

Keynote Speaker, the Honorable Susan Schmidt Bies, captured the intent of the summit best when she said, “I firmly believe capital should follow risk... if not, you can get a false sense of security.”



**Board actions**  
**February 15,**  
**2007**

## **NCUSIF year-end 2006 results, dividend possible**

Chief Financial Officer Dennis Winans reported to the NCUA Board that the National Credit Union Share Insurance Fund (NCUSIF) equity ratio was 1.31 percent at December 31, 2006, based on a projected 3.5 percent increase in insured shares to \$534.7 billion.

With the equity ratio above 1.30 percent at year-end 2006, the NCUA Board will consider issuing a dividend at the monthly March meeting. Based on current insured share projections, a 2 percent dividend is expected, which would return between \$90 and \$110 million to federally insured credit unions.

NCUSIF ended the year with gross income and net income well above projections at \$266.2 million and \$181.6 million respectively; while NCUSIF operating expenses of \$82.1 million and insurance losses of \$3 million were well below annual projections.

The number of problem code credit unions declined from 280 to 246 during 2006, and problem code credit unions hold just 1 percent of total federally insured credit union shares. Sixteen federally insured credit unions failed in 2006 at a cost of \$6 million, four were purchase and assumptions and twelve were liquidations.

## **Modified loan rule finalized**

The NCUA Board finalized a rule change to Part 701 extending the general loan maturity limit from 12 to 15 years

and permitting federal credit unions to provide certain, limited financial services to nonmembers within the field of membership.

Implemented last year as an interim final rule effective October 27, 2006, the rule change was required by the Financial Services Regulatory Relief Act of 2006.

The final rule permits federal credit unions to offer the following services to those within the field of membership, regardless of membership status:

- Sell negotiable checks including travelers checks, money orders, and other similar money transfer instruments (including international and domestic electronic fund transfers); and
- Cash checks and money orders and receive international and domestic electronic fund transfers for a fee.

## **NCUA reports to Congress on deposit insurance**

The NCUA Board approved a report to Congress on Possible Changes to the Deposit Insurance System. Mandated by the Federal Deposit Insurance Reform Conforming Amendment Act of 2005, both NCUA and FDIC conducted independent studies of three subjects including:

1. The feasibility of establishing a voluntary deposit insurance system for deposits in excess of the maximum amount of deposit insurance for any depositor. NCUA's study concluded that Congress should not authorize FDIC and NCUA to provide voluntary excess deposit insurance.
2. The feasibility of increasing the limit on deposit insurance for deposits of municipalities and other units of local government. NCUA neither favors nor opposes Congress increasing

coverage on these accounts. NCUA's study found benefits and drawbacks to increased coverage and the impact on the share insurance fund from increasing coverage on these deposits was minimal.

3. The feasibility of privatizing all deposit insurance. NCUA's study concluded the federal government should be the provider of primary deposit insurance. The study noted the lessons learned from failed private deposit insurance companies are well documented. What's more, federal deposit insurance has played an important role in maintaining confidence in the financial system and the stability of the economy.

NCUA suggested two deposit insurance coverage recommendations for Congressional consideration, which would aid in maintaining comparability with the FDIC insurance fund. The first is to provide NCUA comparable premium assessment authority. The second is to provide NCUA authority to implement a risk-based PCA system for credit unions comparable to FDIC.

## **Charter conversion**

The NCUA Board upheld the Region II Director's decision and denied **Delaware Federal Credit Union's** request to convert from a multiple-common bond to a community charter able to serve the entire State of Delaware. The Board denied the appeal based on an NCUA Chartering Manual requirement that the geographical area must qualify as a local community; the Chartering Manual specifically states that a state cannot so qualify.

***Board votes are unanimous  
unless indicated***



**Date:** Tuesday, March 6, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** Access Across America  
**Location:** Tampa, FL  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Monday, March 12, 2007  
**Who:** Vice Chairman Hood  
**Event:** SRP Federal Credit Union's Annual Meeting  
**Location:** Augusta, GA  
**Contact:** Sally Ridgely at [sridgely@ncua.gov](mailto:sridgely@ncua.gov) or 703-518-6307

**Date:** March 25-26, 2007  
**Who:** Chairman JoAnn Johnson  
**Event:** NCUA/NASCUS National Meeting  
**Location:** Salt Lake City, Utah  
**Contact:** Linda Queen at [lqueen@ncua.gov](mailto:lqueen@ncua.gov) or 703-518-6309

**Date:** Monday, March 26, 2007  
**Who:** Vice Chairman Hood  
**Event:** Annual State Regulators Conf.  
**Location:** Salt Lake City, UT  
**Contact:** Sally Ridgely at [sridgely@ncua.gov](mailto:sridgely@ncua.gov) or 703-518-6307

**Date:** Monday, March 26, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** State Regulators Conference  
**Location:** Salt Lake City, UT  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Tuesday, April 3, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** LA League Roundtable Meeting  
**Location:** New Orleans, LA  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Wednesday, April 4, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** U.S. Central Annual Meeting  
**Location:** Tucson, AZ  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

## Conversations with AMERICA



## My Government Listens

**Date:** Thursday, April 5, 2007  
**Who:** Chairman JoAnn Johnson  
**Event:** Massachusetts Credit Union Government Affairs Day  
**Location:** Boston, MA  
**Contact:** Linda Queen at [lqueen@ncua.gov](mailto:lqueen@ncua.gov) or 703-518-6309

**Date:** Thursday, April 5, 2007  
**Who:** Vice Chairman Hood  
**Event:** NCUA's Small Credit Union Workshop  
**Location:** Memphis, TN  
**Contact:** Sally Ridgely at [sridgely@ncua.gov](mailto:sridgely@ncua.gov) or 703-518-6307

**Date:** Friday, April 13, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** Virginia Credit Union League Annual Meeting  
**Location:** Norfolk, VA  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Wednesday, April 18, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** NCUA Outreach Task Force Town Hall Meeting  
**Location:** Cincinnati, OH  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Friday, April 20, 2007  
**Who:** Chairman JoAnn Johnson  
**Event:** 35th Annual Defense Credit Union European Conference  
**Location:** Florence, Italy  
**Contact:** Linda Queen at [lqueen@ncua.gov](mailto:lqueen@ncua.gov) or 703-518-6309

**Date:** Friday, April 20, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** Ohio Credit Union Annual Meeting  
**Location:** Cincinnati, OH  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Saturday, April 21, 2007  
**Who:** Vice Chairman Hood  
**Event:** DCUC Overseas Conference  
**Location:** Florence, Italy  
**Contact:** Sally Ridgely at [sridgely@ncua.gov](mailto:sridgely@ncua.gov) or 703-518-6307

**Date:** Saturday, April 21, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** Delaware Credit Union League Annual Meeting  
**Location:** Dewey Beach, DE  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Monday, April 23, 2007  
**Who:** Vice Chairman Hood  
**Event:** COSO Risk Management Conference  
**Location:** Las Vegas, NV  
**Contact:** Sally Ridgely at [sridgely@ncua.gov](mailto:sridgely@ncua.gov) or 703-518-6307

**Date:** Monday, April 23, 2007  
**Who:** Board Member Gigi Hyland  
**Event:** NCUA Outreach Task Force Town Hall Meeting  
**Location:** Boston, MA  
**Contact:** Nina Bullard at [nbullard@ncua.gov](mailto:nbullard@ncua.gov) or 703-518-6318

**Date:** Friday, April 28, 2007  
**Who:** Chairman JoAnn Johnson  
**Event:** 69th Hawaii Credit Union League Annual Convention  
**Location:** Waikoloa, HI  
**Contact:** Linda Queen at [lqueen@ncua.gov](mailto:lqueen@ncua.gov) or 703-518-6309

# Outreach Task Force convenes, town hall meetings announced



Chairman JoAnn Johnson appointed Board Member Gigi Hyland last November to lead an Outreach Task Force to gain a better understanding and evaluation of

the NCUA's outreach efforts in response to the findings in the agency's Member Service Assessment Pilot -- MSAP: A Study of Federal Credit Union Service.

The 13 member internal Outreach Task Force held its first meeting January 30, 2007.

"Rapport was quickly established and the members promptly began their work to analyze and evaluate the MSAP recommendations as well as evaluate the agency's current role and efforts with respect to credit union service to their members, including financial literacy and

alternatives to predatory lending practices," said NCUA Board Member and Task Force Chair Gigi Hyland.

In addition to staff deliberations, Board Member Hyland is conducting a series of regional "town hall" and other meetings to gather input and ideas from credit unions, credit union leagues and other interested parties.

Town Hall meeting dates and locations follow:

**April - Date:** Wednesday, April 18

**Location:** Cincinnati, Ohio

**Date:** Monday, April 23

**Location:** Boston, MA

**June - Date:** Wednesday, June 6

**Location:** New Orleans, LA

**July - Date:** Monday, July 16

**Location:** Los Angeles, CA

**August - Date:** Wednesday, August 15

**Location:** Denver, CO

**Date:** Tuesday October 2

**Location:** Washington, DC

NCUA initiated MSAP in 2006 as a result of questions raised by the House Ways and Means Committee and the Government Accountability Office (GAO) regarding the income distribution of federal credit union (FCU) members, the types of services FCUs provide to their members, and the transparency of FCU executive compensation.

Specific MSAP recommendations include:

- 1.) Evaluate the effectiveness of NCUA programs focused on assisting low and moderate income individuals;
- 2.) Consider the enhancement and full utilization of the system to monitor FCUs receiving benefits under the CDRLF program; and
- 3.) Consider reassessment of NCUA's formula for determining if an FCU qualifies for low-income designation.

## Johnson, Hyland and NCUA staff volunteer at Carpenter's Shelter

In honor of the recent Martin Luther King, Jr. Holiday, NCUA Chairman JoAnn Johnson, Board Member Gigi Hyland and 17 NCUA staff members volunteered January 17, 2007, at the Carpenter's Shelter, a facility located in Alexandria, Va., that provides shelter and services to homeless families.

In 1994, Congress passed the King Holiday and Service Act, which celebrates Dr. King's legacy by turning community concerns into citizen action. Volunteer participation on and around the Holiday has increased significantly over the past decade, with hundreds of thousands of Americans each year engaging in projects that enhance their local communities.

"Dr. King truly exemplified the volunteer spirit and it is fitting to honor his legacy by volunteering our time to help make a difference," said Chairman Johnson. "We see the volunteer spirit everyday in the lives of credit union members across America who serve on Boards, teach financial literacy to local youth, rebuild communities after Hurricane Katrina, and countless other ways. Volunteerism and the 'people helping people' philosophy of credit unions go hand in hand. Today I was honored to join Board Member Hyland and NCUA staff as we did our part to help the Carpenter Shelter's vital mission and its role in the community."



*Alexandria, Va., January 17, 2007 – NCUA volunteers Chairman JoAnn Johnson and General Counsel Staff Attorney Frank Kressman prepare to reorganize the pantry at the Carpenter's Shelter.*

# Forecasting member behavior: Non-maturity shares – sensitivity analysis



Do assumptions about members' deposit and withdrawal behavior mask interest rate and liquidity risks? No one can predict how members will behave. In an unpredictable world, compensating for the uncontrollable is necessary to manage risks.

Understanding the probable range of member behavior is integral to understanding interest rate and liquidity risks. Non-maturity shares are deposits with no contractual maturity, such as regular shares, share drafts and money market accounts. Credit unions with complex balance sheets (e.g., mortgage loans, complex investments, etc.) should attempt to understand non-maturity share behavior in order to effectively manage liquidity and interest rate risk.

Sensitivity analysis is a critical practice for credit unions forecasting share

behavior and incorporating assumptions in the risk management process. Credit unions are expected to vary the underlying assumptions of non-maturity shares by relating them to changes in member behavior and differing levels of interest rates.

For example, it is sound practice to vary assumed member behavior to determine how much forecasted earnings or economic value depend on the most likely member behavior. By varying assumed behavior in the current interest rate environment, sensitivity of the base forecast can be assessed against changes in member behavior.

Similarly, when modeling an increase in interest rates, significant variance may exist between actual member behavior and forecast behavior. A single "shock" up in interest rates is insufficient to reveal how much forecasted income or economic

value depends on a single assumption about member behavior in a higher interest rate environment. A better, or "best practice," is to periodically evaluate how sensitive forecasts affect changes in assumed member behavior.

Sensitivity analysis should include "best case" situations where member behavior changes because of increased member wealth and financial literacy. Such best case scenarios typically result in members becoming more sensitive to market interest rates. And this means management should develop appropriate contingency plans to mitigate resulting interest rate and liquidity risks.

Credit unions should review their policies and procedures to ensure compliance with best practices. Find additional guidance in NCUA's 2003 *Letter to Credit Unions No. 03-CU-11* available online at <http://www.ncua.gov/letters/letters.html>.

## Mortgage data collection requirements outlined

NCUA has issued *Regulatory Alert 07-RA-01* alerting federally insured credit unions engaged in residential mortgage lending and meeting the three following criteria they must collect HMDA data during calendar year 2007 and submit the data to the Federal Reserve Board by March 1, 2008. Other credit unions are exempt from filing HMDA data associated with mortgage applications processed during 2007.

HMDA data collection is required when:

1. The credit union's total assets as of December 31, 2006, exceeded \$36 million. This is the threshold established by the Board of Governors of the Federal Reserve Board (FRB);

2. The credit union had a home or branch office in a metropolitan statistical area (MSA) on December 31, 2006; and

3. During 2006, the credit union originated at least one home purchase loan or a refinance of a home purchase loan secured by a first lien on a one-to-four-family dwelling.

Please direct any questions to the appropriate regional office or state supervisory authority. The Federal Financial Institutions Examination Council also provides a comprehensive discussion of HMDA and reporting requirements at <http://www.ffeec.gov/hmda/default.htm>.

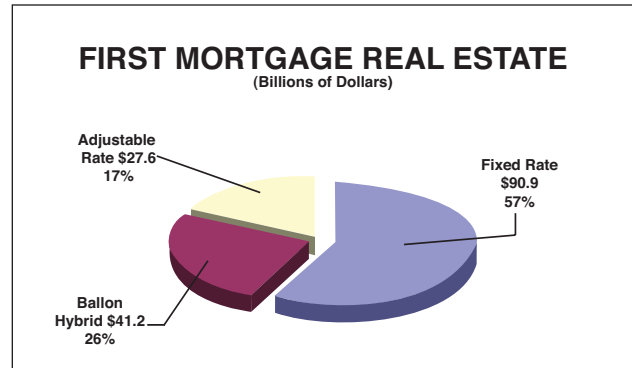
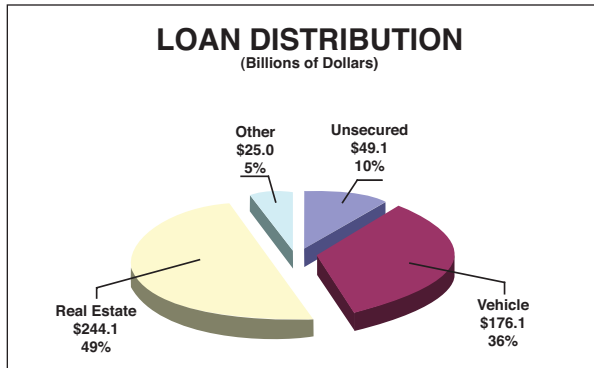
## Chairman's statement on NCUA Bylaw review

**January 23, 2007, Alexandria, Va.**

"The continually evolving debate over credit union conversions, and the nature of member requests pertaining to credit union governance and records, has prompted me to direct Agency staff to conduct a review of the mechanism for resolving federal credit union bylaw disputes. Specifically, I want a top to bottom assessment of the standards and practices through which a member relates to their credit union and recommendations for possible changes in their enforceability."



# Credit Unions Post Solid Asset Growth in 2006



Federally insured credit unions reported solid asset growth as lending continued to expand and the yield on loan income grew 15.45 percent according to year-end 2006 call report data submitted by the nation's 8,362 federally insured credit unions.

While lending grew, investments declined in 2006, although investment income grew 18.84 percent tracking strong investment yield growth as Treasury bill rates increased over the year. Delinquent loans also continued to decline and net charge-offs dropped 11 basis points.

"In addition to continued increased lending, credit unions reported an average return on assets of 0.82 percent and a net worth ratio of 11.54 percent at year-end 2006," said Chairman JoAnn Johnson. "Year after year of strong financial results indicate credit unions are good stewards fulfilling a vital role for their members within the country's financial services sector."

Details of major balance sheet categories and membership growth in federally insured credit unions from January 1 to December 31 2006 follows:

- Assets increased 4.61 percent to \$709.9 billion from \$678.7 billion
- Loans increased 7.88 percent to \$494.3 billion from \$458.2 billion
- Investments declined 9.14 percent to \$134.4 billion from \$148.0 billion

- Shares increased 4.08 percent to \$601.2 billion from \$577.6 billion
- Net worth increased 7.42 percent to \$82.0 billion from \$76.3 billion
- Membership increased 1.48 percent to 85.8 million members

Examining asset specifics, real estate, the largest category of credit union lending, reported continued strong growth. First mortgage real estate loans grew 10.04 percent to \$169.7 billion, while other types of real estate loans grew 15.03 percent to \$84.4 billion.

Tracking Federal Reserve Board findings that the housing market cooled substantially in 2006, federally insured credit union real estate loan originations declined 5.23 percent over the year, and delinquent real estate loans increased

– total real estate loans over 2 months delinquent increased 41.31 percent to \$825.6 million and 1st mortgage real estate loan charge-offs increased 34.01 percent.

In lending, new auto loans overtook used auto loans in the auto lending category for the first time since 2000. New auto loans grew 5.44 percent to \$88.5 billion, while used auto loans grew 1.11 percent to \$87.6 billion.

Among the various share accounts, share certificates grew 23.81 percent to \$189.0 billion surpassing regular shares for the first time to become the largest share category. Money market shares grew 1.44 percent to \$100.4 billion, and IRA/KEOGH accounts grew 7.66 percent to \$52.0 billion. Regular shares declined 6.76 percent to \$181.0 billion and share drafts declined 6.75 percent to \$70.4 billion.

The return on average assets declined slightly, from 0.85 percent to 0.82 percent, as the result of increased cost of fund expenses and net operating expenses. In miscellaneous information reported, the number of regular and credit cards loans charged-off declined while the amount of recoveries increased respectively. Also, the number of members filing bankruptcy and amount of loans subject to bankruptcy declined significantly during 2006. Details of year-end 2006 data are available in a consolidated balance sheet and a December 2006 Facts/Summary posted online at <http://www.ncua.gov/data/FOIA/foia.html>.

Visit the NCUA website  
[www.ncua.gov](http://www.ncua.gov)  
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# Access Across America set in Tampa



Board Member Gigi Hyland will facilitate the next NCUA Access Across America Economic Empowerment Summit March 6, 2007, at the Sheraton Tampa Riverwalk Hotel in Tampa, Florida. Registration opens at 8 a.m. The program will run from 9 a.m. – 3 p.m.

Credit unions from Florida, Georgia, South Carolina, Alabama, Mississippi and Louisiana are invited to attend. View the agenda and register online at <http://www.ncua.gov>.

The free, one-day event will provide hands-on, “tools you can use” education for credit union management, staff and board volunteers. The agenda will focus on products, services and available federal resources to help credit unions reach out to all segments of their field of member-

ship and empower members to achieve the American dream of financial self-sufficiency.

Key topics will include:

- Payday lending alternatives;
- Participating in the IRS’ Volunteer Income Tax Assistance (VITA) program; and
- Check cashing and other services.

A broad slate of presenters includes REAL Solutions Program Director Lois Kitsch of the National Credit Union Foundation; TranDotCom Solutions Executive Vice President Kirk Chewning; Internal Revenue Service Acting Division Chief Michael T. Wade; Florida Credit Union League President Guy Hood; and a variety of credit union speakers.

Participants are responsible for their own hotel accommodations. Please contact the hotel directly:

Sheraton Tampa Riverwalk Hotel  
200 North Ashley Drive  
Tampa, FL 33602  
813-223-2222

[www.tampariverwalkhotel.com](http://www.tampariverwalkhotel.com)

Access Across America promotes and facilitates the extension of affordable financial services to individuals and communities across the country. Access Across America highlights partnerships with federal agencies that empower credit unions with the education, technical resources and finances to provide much needed services, especially in underserved areas.

**NCUA News** National Credit Union Administration

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