IMPORTANT THINGS TO KNOW FOR FILING SEPTEMBER 2012 CALL REPORT AND CREDIT UNION PROFILE

TO THE OFFICIALS AND CHIEF EXECUTIVE OFFICER OF THE CREDIT UNION:

This email outlines the September 2012 Call Report process. Below is information you may find helpful in completing your Call Report and updating your Profile.

Online Submission: The login page is accessed from NCUA's website, located at www.NCUA.gov, under the Credit Union Online section. We recommend bookmarking this site in your web browser for quick reference. The recommended computer screen resolution for the online system is 1024 x 768.

Online Instruction Guide: This booklet contains instructions for setting up user accounts, completing Profile data, and completing/submitting your 5300 Call Report. Credit unions can download the latest version of the user guide from NCUA's website in the Credit Union Online section.

Online Help Tips: The online system contains links throughout the application that open PDF documents with reporting instructions.

Procedures for Completing Your Online Credit Union Profile: Your credit union's Profile must be reviewed, updated, and certified **prior** to submitting your 5300 Call Report. You can download and print the Profile Form and Instructions from NCUA's website on the Credit Union Online page. You must resolve all flagged errors and provide a comment for each warning before you can "Save and Certify" your Profile. **The Profile certification process has changed in this latest application release. Whenever you make a change to the Profile, you must "Save and Certify" to permanently save your changes.**

5300 Call Report Forms: The 5300 form contains both core pages and supplementary schedules. Credit unions that engage in a broader range of lending or investment activities must complete the supplementary schedules, as needed. The 5300 Call Report Form and Instructions can be downloaded and printed from NCUA's website on the Credit Union Online page. You must resolve all flagged errors and provide a comment for each warning before you can submit the Call Report. You should retain a copy of both completed forms in your permanent records. The NCUA processor of your reports will contact you with any questions.

Username and Password: If you forget your username, you can contact your Credit Union Administrator or NCUA Technical Customer Support at (800) 827-3255. If you forget your password, you can use the online system to reset it or contact your Credit Union Administrator. Please reference the Online Instruction Guide for additional details.

Technical Customer Support: Please call NCUA Technical Customer Support at (800) 827-3255 with any technical questions. If you encounter computer difficulties or interruptions that prevent you from submitting your information online, please contact your NCUA examiner or state regulator, as applicable, for an alternative method to submit your data.

September 2012 Call Report Changes: NCUA posts a "5300 Call Report Changes" document on our website on the Credit Union Online webpage highlighting any changes for the cycle.

Filing Deadline: The 5300 Call Report with credit union Profile updates must be submitted online by Friday, October 19, 2012.

Recent Change to the Address Verification Process for Sites: NCUA recently updated Credit Union Online to ensure we obtain the most accurate information possible on credit union office locations. We now verify street address, city, state, and zip code against the US Postal Service (USPS) database to ensure accuracy for all credit union sites your credit union enters. This change impacts any new or existing site addresses entered in Credit Union Online.

Is Your Credit Union Affected? Here's How to Check. At login, some credit unions may receive an error message on the "Sites" page or when trying to "Save and Certify" their Profile. The error message will identify important needed address corrections. In most cases, the errors are minor grammatical errors, or the entry does not match the USPS format. NCUA diligently worked to provide descriptive error messages to allow easy identification of needed corrections.

You can check your credit union office address(es) on the USPS website at www.USPS.com under their "Look Up A Zip Code" application. Once you enter the credit union office address, the USPS system will return the precise USPS format for that address. Please use only the specific USPS address formats for each of your credit union sites.   For all other non-site addresses in the online system, such as Contacts, NCUA continues to only verify the city, state, and zip code for accuracy.

Credit union address information is publically available on the NCUA's website, and we appreciate your assistance in ensuring data is accurate. If you encounter problems making these corrections or your address cannot be found in the USPS database, please contact NCUA's Customer Technical Support at csdesk@NCUA.gov or 800-827-3255 for assistance.