



Newsletter

No. 10-17



October 18, 2017



Credit Union Department
914 East Anderson Lane
Austin, Texas 78752

Phone: 512-837-9236

Fax: 512-832-0278

Email: [info@cud.texas.gov](mailto:info@ cud.texas.gov)

Web Site: www.cud.texas.gov

The Credit Union Department (CUD) is the state agency that regulates and supervises credit unions chartered by the State of Texas. The Department is professionally accredited by the National Association of State Credit Union Supervisors (NASCUS) certifying that CUD maintains the highest standards and practices in state credit union supervision.

*Our **Mission** is to safeguard the public interest, protect the interests of credit union members and promote public confidence in credit unions.*

Credit Union Commission

The Commission is the policy making body for CUD. The Commission is a board of private citizens appointed by and responsible to the Governor of Texas.

Members:

Allyson "Missy" Morrow, Chair
Sherri Brannon Merket, Vice Chair
Beckie Stockstill Cobb
Yusuf E. Farran
Steven "Steve" Gilman
Jim Minge
Kay Stewart
Rick Ybarra

Next Commission Meeting

Friday, November 3, 2017 beginning at 9:00 a.m. in the offices of CUD.

Call Report Filing Deadline and Filing Tips

The 5300 Call Report, with credit union profile updates, must be successfully submitted by **Sunday, October 29, 2017, 11:59:59 p.m.** Eastern. Credit unions are reminded that NCUA confirms submission of Call Report data and Online Profile updates with an email that indicates the date and time the uploaded information was accepted. In addition, the successfully uploaded information will trigger two additional emails containing important information related to (1) a Historical Warning Report; and (2) the Financial Performance Report (FPR). The latest version of the Credit Union Online Instruction Guide can be downloaded by going to the NCUA's website and clicking on the Credit Union Online profile.



Resources for Credit Unions

The Department works diligently to ensure the on-going viability of each Texas credit union. We believe that most credit unions can prosper with good management and appropriate strategic planning. However, as the marketplace changes, individual credit unions can become financially vulnerable, and the board of directors must determine a new strategic direction for their credit union and members.

When assessing a credit union's viability, board members should be aware of several resources available to assist their credit union in its' efforts to better compete in today's marketplace, including the Cornerstone Credit Union League's (CCUL) Small Credit Union Development Program and the NCUA's Office of Small Credit Union Initiatives (OSCUI). The Department encourages credit unions to take advantage of these resources if they feel their credit union could use some assistance with certain operations or strategic planning.



Complaints

The volume of member complaints filed with the Department continues to rise each year. The total number of complaints filed by credit union members have increased from 174 during 2012 to 280 for the fiscal year ending August 31, 2017, an increase of approximately 61 percent. Each complaint received by the Department is thoroughly reviewed to reach the appropriate resolution. Upon receipt of a complaint, the Department will send a letter, with a copy of the complaint, to the applicable credit union President, or designated individual. Our letter will request a response from the credit union by a specific due date. If you find that you need more time to properly reply to the complaint, please contact our agency prior to the due date to seek an extension of time. Please remember that a copy of the credit union's response will be given to the complainant, along with any supporting documentation. Therefore, if you have documentation that shouldn't be provided to the complainant, you need to mark such as "confidential".

A detailed response with proper supporting documentation is required when addressing complaints. In the credit union's response, if a document, handbook, policy, or a procedure is referenced, then a copy of the referenced item needs to be sent with the response. Additionally, the relevant sections of any provided documentation (loan agreement, membership account agreement, policy, etc.) needs to be highlighted. If referenced documentation is not provided, we will follow up with you and request such information.

The credit union's legal duty in responding to complaints is to prove with adequate documentation that they investigated the complaint, and that the subject matter of the complaint was handled in accordance with applicable law(s). If the complainant sends a rebuttal with valid issues after a reply is provided, the Department will forward that rebuttal to the credit union for their additional review and response.

The Department has found that many complaints come about due to member service issues and poor communication. Working with members to resolve issues, can prevent many complaints from ever being filed.



Publication Deadlines

In order to meet the submission deadlines for the applicable issues of the Texas Register, it is necessary for the Department to establish the schedule shown below. Completed applications received after the deadline for the month cannot be published until the following month.

<u>Publication Date</u>	<u>Application Deadline</u>
November 2017	Friday, November 10
December 2017	Friday, December 15



Applications Approved

Applications approved since **September 20, 2017** include:

<u>Credit Union</u>	<u>Changes or Groups Added</u>
Field of Membership – Approved	
City Credit Union (Dallas)	See Newsletter No. 08-17
Articles of Incorporation Change – Approved:	
Credit Union of Texas (Dallas)	See Newsletter No. 08-17



Applications Received

The following applications were received and will be published in the **October 28, 2017** issue of the *Texas Register*.

Field of Membership Expansion:

Cooperative Teachers Credit Union (Tyler) – To permit members of the CTCU Foundation, to be eligible for membership in the credit union.

First Service Credit Union (Houston) – To permit persons who live in, worship in, attend school in, or work in Fort Bend County, Texas, to be eligible for membership in the credit union.

Texas Dow Employees Credit Union (Lake Jackson) **(#1)** – To permit persons who work, live, worship, or attend school within the geographic boundaries of Galveston County, Texas, to be eligible for membership in the credit union.

Texas Dow Employees Credit Union (Lake Jackson) **(#2)** – To permit persons who work, live, worship, or attend school within the geographic boundaries of Fort Bend County, Texas, to be eligible for membership in the credit union.

Texas Dow Employees Credit Union (Lake Jackson) **(#3)** – To permit persons who work, live, worship, or attend school within the geographic boundaries of Harris County, Texas, to be eligible for membership in the credit union.

Texas Dow Employees Credit Union (Lake Jackson) **(#4)** – To permit persons who work, live, worship, or attend school within the geographic boundaries of Montgomery County, Texas, to be eligible for membership in the credit union.

Applications Received (Continued)

Merger or Consolidation:

An application was received from **SAFE Credit Union** (Beaumont) seeking approval to merge with **Education First Federal Credit Union** (Beaumont). Education First Federal Credit Union will be the surviving credit union.

Comments or a request for a meeting by any interested party relating to an application must be submitted in writing within 30 days from the date of this publication. Credit unions that wish to comment on any application must also complete a Notice of Protest form. The form may be obtained by contacting the Department at (512) 837-9236 or downloading the form at <http://www.cud.texas.gov/page/bylaw-charter-applications>. Any written comments must provide all information that the interested party wishes the Department to consider in evaluating the application. All information received will be weighed during consideration of the merits of an application. Comments or a request for a meeting should be addressed to the Texas Credit Union Department, 914 East Anderson Lane, Austin, Texas, 78752-1699.



This newsletter is produced monthly as a part of the Department's continued communication outreach with the credit unions it regulates. Delivery is generally provided by electronic notification of its availability on the Department's website.

Suggestions and comments concerning the newsletter or its content are welcomed.



To learn more about CUD click <http://www.cud.texas.gov> or contact us at 914 E. Anderson Lane, Austin, TX 78752

