



OFFICE OF CREDIT UNIONS

Frequently Asked Questions for Credit Unions

Affected by Coronavirus Disease 2019 (Referred to as COVID-19)

EXAMINATION FAQs

1. Will the Michigan Office of Credit Unions (OCU) continue with 2020 examinations?

Yes. OCU converted to more off-site monitoring in the latter part of 2019. We continue to appreciate your patience and cooperation in providing (securely) as much information as possible via remote means; critical examination functions which are impossible to complete offsite may be rescheduled for a later date. If any institution finds themselves in a position unable to facilitate such an examination, please contact Denice Schultheiss at 517-284-8618 or SchultheissD@michigan.gov directly to discuss the situation.

2. How will joint examinations with NCUA be managed?

There will be no changes to standard protocols and coordination with NCUA on joint examinations anticipated. Customary joint examination processes will continue and your OCU Examiner-in-Charge (EIC) will work with NCUA examiners in managing the off-site work process. As of March 16, 2020, NCUA examiners are also teleworking to complete examinations in state-chartered institutions.

3. What means are available to securely provide my information requested by examiners?

Examination staff will work with individual credit unions in planning for secure transfer of information. Examiners will be using State of Michigan approved systems only. If an institution has their own portal or would like to use the NCUA portal, OCU examiners will accept information from them in that manner. OCU does not require credit unions use the NCUA portal nor provide any guarantees related to that mechanism, as it is not our product. Examiners have secure email with zix/ZSecure as an option. Where these systems are not possible, and in some cases, staff may pick up information from the institution on an encrypted flash drive with immediate download and return the flash drive to the credit union representative. All credit union internal protocols and policies for secure data transmission will be followed.

CREDIT UNION OPERATIONS FAQs

4. Can we cancel/reschedule our annual meeting?

Yes. If a board determines it is appropriate and necessary to cancel a planned annual meeting for the safety of attendees during current circumstances, they may do so. We are encouraging all institutions to make those decisions based upon the safety of attendees and your individual institution's circumstances (which may include consideration of expected/historical attendance volume, the logistics of voting which may be needed, etc.) Postponements for safety reasons in 2020 will not be cited in your examination reports. If practical and reasonable, please consider alternate means of achieving the statutorily-required minimum required annual meeting (within the calendar year, as prescribed in [Section 351](#) of the Michigan Credit Union Act) through alternate means (e.g. video conferencing, etc.) at a later date in 2020. Should you later find this impossible or impractical from a safety standpoint,

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please notify Denice Schultheiss at SchultheissD@michigan.gov by 11/30/2020 with the details of that determination.

5. What flexibilities exist for monthly Board meetings?

Credit unions should adhere to their Bylaws and the Michigan Credit Union Act regarding Board meetings. [Section 490.342\(9\)](#) of the Michigan Credit Union Act requires the Board of a domestic credit union meet at least 6 times in each calendar year and at least every other month. The Board shall meet in person **or** by means of electronic communication devices that enable all participants in a meeting to communicate with each other (e.g. teleconference).

6. Can a credit union limit access to branch offices and require customers to use the drive-up window?

Yes. Financial institutions can consider alternative service options to provide access to financial services. Credit unions may want to remind customers of the various ways they can access banking services without physically coming to a facility, such as managing their accounts online, performing transactions at an automated teller machine (ATM), using telephone banking, or accessing a mobile banking application. Financial institutions could also provide additional information about how to use electronic payments, bill pay, and mobile remote deposit capture services.

7. Must OCU be notified of closures?

Yes. Notify the OCU (DIFS-OCU@michigan.gov) if you choose to (temporarily or permanently) **fully close** one or more of your credit union locations (pursuant to [Section 221](#) of the Michigan Credit Union Act). Please include the date(s) of the planned closure and the location being closed. Please include in your notification any significant detrimental impact you anticipate to the credit union's ability to deliver financial services to your membership. (Modifications to operating hours or methods do not require notice, unless you anticipate a material decline in your overall ability to deliver financial services.)

8. What else should I notify OCU about?

Please also keep the OCU apprised of any other significant developments within your institution that you anticipate will result in consumers contacting DIFS with questions, so that we can best answer them. Please include the name and phone number of a contact for your credit union where we might refer such calls as appropriate.

9. Has OCU issued guidance related to preparedness for this event?

Yes. OCU issued guidance related to disaster recovery and continuity of operations preparedness on March 10, 2020. You should refer to [Letter No. 2020-CU-04](#) for detailed guidance. Other statewide information is available at www.michigan.gov/coronavirus.

10. What liquidity options are available?

Credit unions should assess and evaluate their contingency liquidity plans, given the current circumstances. NCUA's Central Liquidity Facility (CLF) is open to all credit unions that join the CLF. Information about borrowing from the CLF, including how to become a member, is available [on their website](#). For credit unions with access, the Federal Reserve's discount window is also available to assist with eligible credit unions, as well as existing lines of credit.

11. Has Financial Crimes Enforcement Network (FinCen) identified emerging fraudulent transaction trends since the onset of the COVID-19 outbreak?

Yes. On March 16, 2020, [FinCEN issued a press release](#) related to the COVID-19 and encourages financial institutions to communicate concerns and remain alert to related illicit financial activity, including the following:

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- **Imposter Scams:** This trend includes bad actors that impersonate government agencies (such as the Centers for Disease Control (CDC)), international organizations (such as the World Health Organization(WHO)), or healthcare organizations in order to solicit donations, steal personal information, or distribute malware.
- **Investment Scams:** This trend includes promotions that falsely claim that the products or services of a publicly traded company can prevent, detect or cure the coronavirus or COVID-19.
- **Product Scams:** This trend covers the sale of unapproved or misbranded products that make false health claims pertaining to COVID-19, including by companies that have received public warning letters or statements from the U.S. Federal Trade Commission and the U.S. Food and Drug Administration. The Guidance notes that FinCEN has also received reports relating to the fraudulent marketing of COVID-19 related supplies, including facemasks.
- **Insider Trading:** FinCEN has also received reports of suspected insider trading related to COVID-19.

OCU OPERATIONS FAQs

12. Will OCU services be reduced?

No. The OCU is adjusting our internal operations as needed, to ensure uninterrupted availability to you and uninterrupted processing of examinations and corporate activities. Applications will continue to be processed, calls answered, examinations performed, and we will work to keep you informed of any changes. As of March 16, 2020, only off-site examination functions are being performed, with critical reviews which cannot be performed offsite being postponed to a later date. Conditions will continue to be monitored in order to determine when on-site examination functions may resume. Rescheduling of full examinations is occurring on a case-by-case basis, with accommodations being made wherever possible and prudent.

WORKING WITH MEMBERS FAQs

13. What strategies should we consider in working with members during this time?

OCU encourages credit unions to work with affected members in addressing the impact and challenges resulting from COVID-19. Strategies to consider may include the following:

- Waiving or reducing fees (ATM, overdraft, early withdrawal penalties on time deposits, late fees on loans, etc.)
- Increasing ATM daily cash withdrawal limits
- Offering payment accommodations (deferring payments, skip-a-pay, due date extensions, etc.)
- Increasing lines of credit, credit card limits, etc. for credit-worthy borrowers
- Offering or expanding payday alternative loan programs
- Easing credit terms for members who qualify
- Easing restrictions on cashing out-of-state and non-member checks
- Waiving availability restrictions on insurance checks
- Adjusting or altering terms on existing loans where appropriate
- Easing terms for new loans where prudent

In evaluating strategies, credit unions should not assume undue risk and should be able to adequately monitor and track strategies in relation to the credit union's overall risk profile and the net worth position. Assistance should always be provided in a safe and sound manner to members facing short-term setbacks.

14. What type of documentation should financial institutions maintain relative to providing an accommodation to a borrower affected by COVID-19?

Credit unions should maintain appropriate documentation reflective of the borrower's payment status prior to being affected, borrower's payment performance according to changes in terms provided by the accommodation, and requirements identified in policy. Documentation should also include the borrower's recovery plans, sources of repayment, additional advances on existing or new loans, and value of collateral.

15. May loans receiving payment accommodations need to be reported as TDRs?

Yes, such loans may need to be reported as TDRs. A TDR is a loan restructuring in which an institution, for economic or legal reasons related to a borrower's financial difficulties, grants a concession to the borrower that it would not otherwise consider. However, a loan deferred, extended, or renewed at a stated interest rate equal to the current interest rate for new debt with similar risk is not reported as a TDR. Credit unions may refer to Accounting Standards Code (ASC) 310-40 (formerly Financial Accounting Standards Board (FASB) Statement No. 15) for additional guidance on determining whether a loan with renegotiated terms should be accounted for as a TDR. A SC 310-10-35 (formerly FASB Statement No. 114) also provides guidance on accounting for impairment losses on TDRs. Credit unions should document their analysis of the TDR determination within the loan file for members affected by COVID-19 and track those accommodations in a separate report for such loans in regulatory reports.

16. Have there been changes to Regulation D applicable to helping members affected by COVID-19?

Yes. Due to the Federal Reserve's announcement that it is eliminating reserve requirements, credit unions now have additional incentives to avoid the monthly transfer limit found in Regulation D. While Regulation D's transfer limit has not been eliminated outright, credit unions can work around it by reclassifying share or money market accounts as transaction accounts without incurring new reserve requirements. However, such an election must be consistent with how the credit union reports the accounts on its Call Reports.

REPORTING REQUIREMENTS FAQs**17. Do loans that receive payment accommodations have to be reported as nonaccrual, reflect appropriate ALLL, and be charged off?**

Each credit union should refer to the applicable regulatory reporting instructions, as well as its internal accounting policies, in determining whether to report loans with accommodations to customers affected by COVID-19 as nonaccrual assets in regulatory reports. Each institution must maintain an appropriate ALLL for these loans, considering all information available prior to filing its reports about their collectability. As information becomes available that indicates a specific loan will not be repaid, institutions should preserve the integrity of their internal loan grading methodology and maintain appropriate accrual status on affected credits. Financial institutions should appropriately recognize credit losses according to their charge-off policies as soon as a loss can be reasonably estimated.

18. What if COVID-19 disrupts filing my quarterly Call Report?

Both NCUA and OCU recognizes some credit unions may experience disruptions in operations as the result of COVID-19. Credit unions should make every effort to file timely. Credit unions encountering problems and who are not able to meet deadlines should inform Denise Schultheiss at SchultheissD@michigan.gov and NCUA's Office of Examination and Insurance at CallReportLateFiler@ncua.gov. The reason for the delay should be included with correspondence.

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19. Do credit unions with reduced staff have to meet the timeframes for processing reports related to Bank Secrecy Act (BSA)?

On March 16, 2020, FinCEN issued a press release encouraging financial institutions affected by COVID-19 to contact FinCEN and their functional regulators as soon as practicable if there were concerns about any potential delays in their ability to file required BSA reports. FinCEN's Regulatory Support Section will continue to be available to support financial institutions for the duration of the COVID-19 pandemic. Financial institutions supervised by OCU and NCUA should contact their Regional Office to discuss any concerns with filing BSA reports.