

**Request for Approval under the  
“Generic Clearance for the Collection of Routine Customer Feedback”  
OMB Control Number: 3133-0188**

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**TITLE OF INFORMATION COLLECTION:** Electronic Participation Questionnaire – Streamlined CDFI Application Process

**PURPOSE:**

The National Credit Union Administration (NCUA) and the U.S. Treasury Department’s Community Development Financial Institutions (CDFI) Fund entered into an agreement to streamline the application process for qualifying low-income credit unions to become certified as CDFIs. In this streamlined application process, NCUA analyzes a low-income credit union’s products and services and other indicators showing the likelihood it will qualify for certification. The credit union must submit data to NCUA on its loan originations and identify its target market. If the credit union is qualified, NCUA will provide an application form and the data necessary to complete it. Credit unions are then required to complete the application and forward to CDFI for the final determination of the certification.

**DESCRIPTION OF RESPONDENTS:**

To participate in the streamlined certification application program, a credit union must meet ALL of the following requirements:

- Be insured by NCUA; and
- Be designated as a low-income credit union by NCUA or a similar State designation confirmed by NCUA.
- Provide at least one of the following Development Programs & Services according to the most recent 5300 call report: *Financial Counseling, Financial Education, Financial Literacy Workshops, In-School Branches, and First-Time Homebuyer Program.*

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input type="checkbox"/> Customer Satisfaction Survey                      |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                            |
| <input type="checkbox"/> Focus Group                                   | <input checked="" type="checkbox"/> Other: <u>Improve Service Delivery</u> |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: \_\_\_\_\_  
*PRA Clearance Officer, NCUA*

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

**BURDEN HOURS**

Of the 2,080 potential respondents (designated low-income credit unions), it is estimated that 50 eligible credit unions would completed the streamline CDFI participation questionnaire and provide supporting documentation during each of the 3 invitation rounds annually.

Category of Respondent	No. of Respondents	Participation Time	Burden
Private sector: Not-for-profit institution	150	2 hrs.	300 hrs
<b>Totals</b>	<b>150</b>	<b>2 hrs.</b>	<b>300 hrs</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$30,000.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
[ ] Yes [ ] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
[X] Web-based or other forms of Social Media\*  
\*The questionnaire is web-based and if a credit union meets the initial eligibility requirements, they are directed to provide loan originations to NCUA via email in a secure format.  
[ ] Telephone  
[ ] In-person  
[ ] Mail  
[ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No