

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

TITLE OF INFORMATION COLLECTION:

Discussion Group: Feedback on Potential Changes to Electronic Loan, Deposit, and Investment Data Collection

PURPOSE:

Solicit feedback from impacted parties in the modernization, formalization, and standardization of data formats collected during examinations from the core data processors and offline systems used by credit unions.

DESCRIPTION OF RESPONDENTS:

The targeted groups for collection of information are credit unions and their primary vendors. Credit unions gather loan, deposit, and investment data and submit it to the NCUA for examination and supervision purposes. Vendors support credit unions in this effort.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group

- Customer Satisfaction Survey
- Small Discussion Group
- Other: One-on-one calls

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: _____ 2/02/2018

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes 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

NCUA will hold a group discussion with a small number credit unions and one-on-one discussions with individual credit unions covering the same questions.

One-on-one discussion will be conducted with individual data process vendors.

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector: Not-for-profit institutions (credit unions) – Small Group	20	2 hours	40 hours
Private Sector: Not-for-profit institutions (credit unions) – Individual	5	1	5
Private Sector: Business and other for-profits (vendors)	10	1	10
Totals	35		55 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$11,255

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?
[X] 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?

To identify the potential pool of credit union respondents, two large industry trade groups provided a list of interested and willing parties. We plan to select credit unions of varying asset sizes that use different core data processing vendors. A range of asset sizes and core vendors will ensure we have a sufficient representation of the populations of potentially impacted credit unions.

To identify the potential group of vendors, we will select among the most widely used credit union providers as these would have the largest impact on the industry based on agency reporting systems and internal knowledge of credit union service providers. The sample will include a variety of offered product types (loan types, share offerings, and investment services).

Targeting these groups will ensure we have sufficient representation of the potentially impacted parties in the credit union industry.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain

2. Will interviewers or facilitators be used? Yes No