

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

---

**TITLE OF INFORMATION COLLECTION:** Mortgage Servicing Rights as Permissible Investments for State Chartered Credit Unions

**PURPOSE:** The purpose of this voluntary information collection request is to collect feedback about the authority, if any, of state-chartered credit unions to purchase mortgage servicing rights as permissible investments, and if so, under what legal authority and restrictions or conditions. The end goal of this effort is to have a better understanding of how this activity is regulated across the U.S. credit union system.

**DESCRIPTION OF RESPONDENTS:** Supervisors for state-chartered credit unions.

**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: Email survey to state regulators |

**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: *Dawn Wolfgang, NCUA PRA Clearance Officer*

Date: *April 19, 2021*

Program Contact: Lou Pham, E&I

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  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
State supervisors (est. 10 x 16.5 min. + 35 x 3 min.)	45	6 mins.	4.5 hours
<b>Totals</b>	<b>45</b>	<b>6 mins.</b>	<b>4.5 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is NA.

**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**

- 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?

The Survey questions will be distributed to the 45 regulator members of the National Association of State Credit Union Supervisors (NASCUS), the umbrella organization that facilitates the relationship between state credit union regulators and the National Credit Union Administration (NCUA). See the link regarding the members of NASCUS here:  
<https://www.nascus.org/about-nascus/our-members/>

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain – NASCUS will distribute the survey via email to its state regulator members.
- Will interviewers or facilitators be used?  Yes  No