

## Services Provided By CUSO

Please select all that apply

- a Customer and Financial Information required
- b Customer and Financial Information required & Complex Lending Information required

### Credit and Lending

#### Loan Servicing

- b  Unsecured Credit Card Loans
- b  Payday Alternative Loans
- b  Non-Federally Guaranteed Student Loans
- b  All Other Unsecured Loans/Lines of Credit
- b  New and Used Vehicle Loans
- b  Leases Receivable
- b  All Other Secured Non-Real Estate Loans/Lines of Credit
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by 1st Lien
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by Junior Lien
- b  All Other (Non-Commercial) Real Estate Loans/Lines of Credit
- b  Commercial Real Estate Loan Secured
- b  Commercial not Real Estate Secured

### Loan Origination

- b  Unsecured Credit Card Loans
- b  Payday Alternative Loans
- b  Non-Federally Guaranteed Student Loans
- b  All Other Unsecured Loans/Lines of Credit
- b  New and Used Vehicle Loans
- b  Leases Receivable
- b  All Other Secured Non-Real Estate Loans/Lines of Credit
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by 1st Lien
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by Junior Lien
- b  All Other (Non-Commercial) Real Estate Loans/Lines of Credit
- b  Commercial Real Estate Loan Secured
- b  Commercial not Real Estate Secured

#### Indirect Loans Origination

- b  New and Used Vehicle Loans
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by 1st Lien or Junior Lien

- b  Commercial Loans
- b  All Other

Required

Loans Purchased and Sold

- b  Unsecured Credit Card Loans
- b  Non-Federally Guaranteed Student Loans
- b  All Other Unsecured Loans/Lines of Credit
- b  New and Used Vehicle Loans
- b  Leases Receivable
- b  All Other Secured Non-Real Estate Loans/Lines of Credit
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by 1st Lien
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by Junior Lien
- b  All Other (Non-Commercial) Real Estate Loans/Lines of Credit
- b  Commercial Real Estate Loan Secured
- b  Commercial not Real Estate Secured

Indirect Loans Purchased and Sold

- b  New and Used Vehicle Loans
- b  1-4 Family Residential Property Loans/Lines of Credit Secured by 1st Lien or Junior Lien
- b  Commercial Loans
- b  All Other

Required

Participation Loans

- b  Vehicle - Non-commercial
- b  Non-Federally Guaranteed Student Loans
- b  1-4 Family Residential Property
- b  Commercial loans excluding Construction and Development Loans
- b  Commercial Construction & Development
- b  All Other Participation Loans

Required

Other Lending Related Activities or Support Services Complex-Expanded

- b  Mortgage Securitizations
- b  Debt Collection Services
- b  Sale of Repossessed Collateral
- b  Real Estate Settlement Services

Other Lending Related Activities or Support Services non-complex

- a  Loan Portfolio Review

- a  REO Management
- a  Title & Escrow Services
- a  Training
- a  Other Support Services or Activities

Required

### Member Service

- Call Center Services
- Financial Counseling Services
- Insurance Brokerage or Agency Referrals
- Real Estate Brokerage Services
- Tax Preparation Services
- Travel Agency Services

### Operations - Clerical, Professional & Management, & Currency Services

- Audit Services
- Business Consulting Services
- Checking & Currency Services
- CUSO Investments in non-CUSO Service Providers
- Fixed Asset Services
- Human Resources Services
- Marketing & Research Services
- a  Payroll Services
- a  Physical Security
- Training Services
- Vendor Management
- Other Operational, Professional, & Management Services

Required

### Payments & Electronic Transaction Services

- a  Automated Clearing House (ACH)
- a  Automated Teller Machine (ATM), Electronic Funds Transfer (EFT), & Point of Sale (POS) Services & Networks
- a  Bill Pay & Electronic Bill Presentment & Payment (EBPP) Services
- a  Credit Card, Debit Card, & Gift or Prepaid Card Program Services
- a  Electronic Statements / Paper Statements
- a  Forward Check Collection / Remote Deposit Capture Services
- a  Lockbox & Remittance Services
- a  Official Check Services

- a  Online & Mobile Banking
- a  Shared Branching Services
- a  Share Draft, Check Imaging, & Archival Services
- a  Share Draft (Check) Processing
- a  Share Draft Fraud & Risk Management Services
- a  Wire Transfer Services - Domestic & International

**Other**

- a  Holding Company
- Dormant / Inactive - No Services Being Offered
- a  Other Service Type Not Listed

Required

**Investments**

Custody, Safekeeping, & Investment Management Services for Credit Unions - Including Trust Services

- a  Safekeeping
- Securities Brokerage Services
- a  Trustee, Guardian, & Fiduciary
- a  Other Trust Services

Required

**Information Technology & Data Processing Services**

- a  Core System Data Processing
- a  Disaster Recovery Services
- a  Electronic Income Tax Filing
- a  Information Technology Consulting & Management Services
- a  Record Retention
- a  Secure Collaboration Services
- a  Software Systems Development / Application Programming Interface (API) Development
- a  Web Authentication & Security Monitoring
- a  Web Development, Hosting, & Content Management
- a  Other IT Services

Required

## Additional Information

We need to collect a few more details because your CUSO provides:

Custody, safekeeping, and investment management services for credit unions

### Safekeeping

		Reporting Year Ended 12/31/20XX	
		# of Clients	\$ Assets Under Mgt
1.	Safekeeping	ACCT	ACCT

### Trustee, Guardian, & Fiduciary

		Reporting Year Ended 12/31/20XX	
		# of Clients	\$ Assets Under Mgt
2.	Trustee, Guardian, & Fiduciary	ACCT	ACCT

### Credit and Lending Loan Servicing

		Reporting Year Ended 12/31/20XX	
		# Loans Serviced	\$ Loans Serviced
3.	Unsecured Credit Card Loans	ACCT	ACCT
4.	Payday Alternative Loans	ACCT	ACCT
5.	Non-Federally Guaranteed Student Loans	ACCT	ACCT
6.	All Other Unsecured Loans/Lines of Credit	ACCT	ACCT
7.	New and Used Vehicle Loans	ACCT	ACCT
8.	Leases Receivable	ACCT	ACCT
9.	All Other Secured Non-Real Estate Loans/Lines of Credit	ACCT	ACCT

10.	1-4 Family Residential Property Loans/Lines of Credit Secured by 1st Lien	ACCT	ACCT
11.	1-4 Family Residential Property Loans/Lines of Credit Secured by Junior Lien	ACCT	ACCT
12.	All Other (Non-Commercial) Real Estate Loans/Lines of Credit	ACCT	ACCT
13.	Commercial Real Estate Loan Secured	ACCT	ACCT
14.	Commercial not Real Estate Secured	ACCT	ACCT

### Loan Origination

		Reporting Year Ended 12/31/XX			
		Loans originated Year to Date		Loans Held by the CUSO as of 12/31/XX	
		# Granted YTD	\$ Granted YTD	# Outstanding	\$ Outstanding
15.	Unsecured Credit Card Loans	ACCT	ACCT	ACCT	ACCT
16.	Payday Alternative Loans	ACCT	ACCT	ACCT	ACCT
17.	Non-Federally Guaranteed Student Loans	ACCT	ACCT	ACCT	ACCT
18.	All Other Unsecured Loans/Lines of Credit	ACCT	ACCT	ACCT	ACCT
19.	New and Used Vehicle Loans	ACCT	ACCT	ACCT	ACCT
20.	Leases Receivable	ACCT	ACCT	ACCT	ACCT
21.	All Other Secured Non-Real Estate Loans/Lines of Credit	ACCT	ACCT	ACCT	ACCT
22.	1-4 Family Residential Property Loans/Lines of Credit Secured by 1st Lien	ACCT	ACCT	ACCT	ACCT
23.	1-4 Family Residential Property Loans/Lines of Credit Secured by Junior Lien	ACCT	ACCT	ACCT	ACCT
24.	All Other (Non-Commercial) Real Estate Loans/Lines of Credit	ACCT	ACCT	ACCT	ACCT
25.	Commercial Real Estate Loan Secured	ACCT	ACCT	ACCT	ACCT
26.	Commercial not Real Estate Secured	ACCT	ACCT	ACCT	ACCT







## Loan Support Services

		Reporting Year Ended 12/31/XX			
		Year to Date		As of 12/31/XX	
		Number	Dollar Amount	# of Loans Serviced	\$ Amount of Loans Serviced
53.	Mortgage Securitizations - Securities Issued	ACCT	ACCT		
54.	Debt Collection Services			ACCT	ACCT
55.	Sale of Repossessed Collateral - Units Sold	ACCT	ACCT		
56.	Real Estate Settlement Services - Completed	ACCT	ACCT		

**Paperwork Reduction Act Statement**

An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number. The control number for this collection is 3133-0149. The estimated average time to complete this application is 30 minutes for a CUSO's basic information and 3 hours if engaged in complex activities. Comments concerning the accuracy of this burden estimate and or any other aspect of this information collection, including suggestions for reducing this burden should be address to the National Credit Union Administration, 1775 Duke Street, Alexandria, Virginia 22314 or PRAComments@ncua.gov.