

NCUA Office of Credit Union Resources and Expansion
Small Discussion Group Calls with
Minority Depository Institutions¹

SCRIPT OUTLINE

- I. Welcome, introductions
- II. Purpose of call; not a forum to address examination or other regulatory concerns.
- III. Discussion group questions

About the Participating Credit Unions

- 1. Do any participating credit unions have the following designations?**
 - a. Low-income designation by the NCUA or state supervisory authority
 - b. CDFI certification by the Community Development Financial Institutions Fund
- 2. Do any participating credit unions receive the following services from the National Credit Union Administration (NCUA) or any other organization?**
 - a. Direct funding such as grants, loans, secondary capital, and non-member deposits
 - b. Technical assistance such as consulting services, and funding to hire staff, to attend training, or acquire computer equipment
 - c. Training
 - d. Other, explain.
- 3. To what extent do you agree with the following top challenges identified by MDI credit unions?**

Financial challenges:

- Maintaining or improving profitability and financial performance
- Funding growth, expansion, or products and services
- Budget Preparation
- Liquidity needs

Human talent challenges:

- Limited number of staff
- Needed expertise in a particular area, explain: _____
- Succession planning for the Board or management
- Recruiting qualified volunteers or staff

¹ The National Credit Union Administration defines a MDI as a federally insured credit union in which a majority (greater than 50 percent) of its current members, board of directors, and the community it services, as designated in its charter, falls within any of the eligible minority groups defined in Section 308 of the Financial Institutions Reform, Recovery and Enforcement Act (FIRREA). The FIRREA definition of “minority” includes any Asian American, Black American, Hispanic American, or Native American.

- Decline in local economy
- Other financial challenges, explain: _____

- Retaining qualified staff
- Other challenges involving human talent, explain: _____

Regulatory challenges:

- Staying abreast of matters concerning regulatory compliance
- Strategic planning and achieving established goals
- Conducting risk assessments or risk monitoring
- Cybersecurity issues
- Net worth restoration planning
- Other regulatory challenges, explain: _____

Training challenges:

- Understanding financial statement analysis
- Developing an effective strategic plan
- Facilitating strategic planning
- Product and service development
- Other training challenges, explain: _____

Other, explain: _____

4. Do the challenges differ for your specific MDI category? Explain. Feel free to identify other challenges not reflected above.

5. Are you aware of the following services offered by the NCUA's Office of Credit Union Resources and Expansion (CURE)?

- ___ Field of membership expansion
- ___ Grants and Loans
- ___ Merger Partner Registry
- ___ Training

How Can The NCUA's CURE Office Can Assist Your MDI

6. What types of services and information from the NCUA's CURE office would benefit your credit union as a MDI?

7. Would your credit union participate in periodic meetings or conference calls with the NCUA's CURE office to discuss matters concerning MDI credit unions? If "No," explain.

a. **What is your preferred method for such discussion and how frequently would you like to have them?**

b. **What topics would be helpful for such discussions?**

8. What additional comments do you have about the challenges your credit union faces as an MDI?

IV. Adjourn