

NCUA to Implement Phase One of Resuming Onsite Operations

NCUA LETTER TO CREDIT UNIONS

NATIONAL CREDIT UNION ADMINISTRATION
1775 Duke Street, Alexandria, VA 22314

DATE: July 2021 **LETTER NO:** 21-CU-06

TO: Federally Insured Credit Unions

SUBJ: NCUA to Implement Phase One of Resuming Onsite Operations

Dear Boards of Directors and Chief Executive Officers:

In June 2020, the NCUA provided an update on its phased approach to returning to onsite operations in [Letter to Credit Unions, 20-CU-20](#). Given the current state of the COVID-19 pandemic, and after consultation with our public health consultant, the agency is prepared to move into its first phase of resuming onsite operations (Phase 1) in some areas of the country.

As part of Phase 1, NCUA staff and contractors will be permitted to volunteer to work onsite at credit unions beginning July 19, 2021. During Phase 1, staff may only volunteer to work onsite in locations where public health data indicates pandemic conditions have sufficiently moderated.

To the extent they exceed the NCUA's safety protocols for Phase 1, NCUA staff working onsite in credit unions will generally be expected to follow credit union policies related to safety and security.¹ To the extent possible, the NCUA will respect a credit union's preference to not have examination staff onsite during this phase. However, the NCUA reserves the right to conduct onsite work at a credit union if necessary to address a serious and time-sensitive matter.

The NCUA will also continue to maintain heightened safeguards in the agency's facilities to ensure the health and safety of staff and any visitors. The health, safety, and well-being of its staff and credit union employees remains a top priority for the NCUA. The agency will continue to monitor the course of the pandemic and adjust its plans as necessary to ensure staff safety, while continuing to ensure the safety and soundness of the credit union system and protect credit union members.

We will continue to notify credit unions of any changes to the agency's operating posture, including examination procedures and protocols affected by the pandemic. If you have questions, please contact your NCUA regional office.

Sincerely,

/s/

Todd M. Harper
Chairman

¹ NCUA staff will be expected to follow credit union policies to the extent that they do not violate employee rights or conflict with local, state, or federal laws. Additionally, NCUA staff will coordinate with state supervisory authorities when working onsite in federally insured, state-chartered credit unions.

Last modified on 11/14/24