

Dear CEOs,

First of all, thanks to all of you and your teams for all the extra thoughtfulness, efforts, solutions, and resilience.

Credit unions in Oregon are strong and available for the members because of your leadership. A few thoughts:

**Branches:** If your credit union decides to temporarily close any of your branches during this time of precaution, please let me know. If it is possible, please provide a brief explanation, such as all the staff are on family leave or the location does not have a drive-up, in case the State receives inquiries from your membership.

I know that our regulations do not require the notification, but I prefer to have the information – whether or not it is temporary.

If there are closures, I presume that signage on the building and website will assure the person that the credit union is open and redirect the person to the appropriate resource for their needs. Also, if the credit union chooses to close the lobby and directs people to the Drive-Up, please let me know. I think that your messages to the members that some of the employees are being utilized in heavier demand areas such as real estate lending applications or Call Centers helps show that the credit union is open and available to them.

**Exams:** NCUA is examining off-site this week and next week. We are doing the same. This will be reassessed probably next week. Although we will be doing more electronic communication to make this happen, we do not want it to be an excessive time demand for the credit union personnel. We recognize that these will not be normal examinations, but will have some limitations based on your need for resources for your members and the ability to provide us with information. Please feel free to communicate any concerns or issues that you have during the examination to your State Examiner-in-Charge (EIC) so they can attempt to find accommodations when needed.

**Programs:** If the credit union decides to offer special programs or make other general concessions, please let me know. The examiners in the Credit Union Program are available to assist you with any questions that you might have regarding solutions that you are considering, and they will be available to provide a timely review of any written plans or risk assessments for examination-related feedback.

**NCUA Letter #20-CU-02, received March 16:** NCUA provided a helpful letter, and if you have any questions about its applicability to the state charter, please let me know.

**Media or email communications:** If the credit union provides a press release, membership email, or website communication about your credit union's response to, and support for, the current situation, please send me a copy if convenient. This information will be helpful if we receive inquiries from your members, but it also helps me have a feeling for the members' perception.

**Financial:** If management has any observations or concerns about consumer/business behavior with respect to the members' funds at the credit union, please let me know.

**Our Support:** We support you, and we appreciate how difficult it is to meet the needs of your employees, members, and community. Please let me know if you have questions or if we may be of assistance.

I know that we will make it through, regardless of the duration, and the members will be better because of your approach and efforts.

We are thankful for the Oregon-chartered credit unions and the management teams.

Sincerely,

Janet

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