

## **Louisville Metro Police Officers Credit Union Frequently Asked Questions**

### Is my money safe and secure?

Yes, member accounts at Louisville Metro Police Officers Credit Union remain safe and fully insured up to the maximums established in federal law.

Administered by the National Credit Union Administration, the National Credit Union Share Insurance Fund insures individual member accounts up to \$250,000, and a member's interest in all joint accounts combined is insured up to \$250,000. The Share Insurance Fund separately protects IRA and KEOGH retirement accounts up to \$250,000. The Share Insurance Fund has the backing of the full faith and credit of the United States.

The NCUA's online [Share Insurance Estimator](#) allows credit union members to estimate their share insurance coverage. Once a member submits the required data, the Share Insurance Estimator produces a report with detailed explanations of insurance coverage.

Members with additional questions about their insurance coverage may contact the National Credit Union Administration's **Consumer Assistance Center toll-free at 800-755-1030. The Center answers calls Monday through Friday between 8 a.m. and 5 p.m. Eastern.** Individuals may also visit the [MyCreditUnion.gov](#) website and the [Share Insurance Coverage](#) webpage at any time for more information about insurance coverage.

### What is the current status of Louisville Metro Police Officers Credit Union?

The NCUA placed Louisville Metro Police Officers Credit Union, in Louisville, Kentucky, into conservatorship on December 15, 2017. In a conservatorship, the agency's priority is to protect the assets of the members of Louisville Metro Police Officers Credit Union while working to maintain safe-and-sound credit union operations.

### What is the National Credit Union Administration?

The NCUA is an independent agency of the federal government that, among other things, operates and manages the Share Insurance Fund, which insures accounts at all federally insured credit unions, including Louisville Metro Police Officers Credit Union.

### What is a conservatorship?

A conservatorship means the NCUA has assumed control of the credit union in order to ensure its financial stability and safe-and-sound operation. In a conservatorship, the NCUA works to address issues related to a credit union's operations and financial condition while maintaining member services.

Can I still conduct business at Louisville Metro Police Officers Credit Union?

Yes. Member services will continue uninterrupted at the credit union's office, which will keep their current office hours. Members with questions may contact the credit union at 502-584-7134 or in person at the credit union's office located at 900 West Market Street, Suite 100, Louisville, Kentucky. Louisville Metro Police Officers Credit Union's offices are open:

	<u>Main Office</u>	<u>Branch Office</u>
Monday	8:30 a.m. to 3:30 p.m.	9 a.m. to 4 p.m.
Tuesday	8:30 a.m. to 3:30 p.m.	9 a.m. to 4 p.m.
Wednesday	9 a.m. to 1 p.m.	9 a.m. to 4 p.m.
Thursday	8:30 a.m. to 3:30 p.m.	9 a.m. to 2 p.m.
Friday	8 a.m. to 5 p.m.	9 a.m. to 5 p.m.

What are the NCUA's plans for operations at Louisville Metro Police Officers Credit Union?

Through a conservatorship, the agencies seek to resolve operating issues at a credit union with a goal of protecting member assets and seeking a resolution to identified problems.

How many members and branches are affected by the conservatorship?

Louisville Metro Police Officers Credit Union serves 3,564 members, according to its most recent Call Report. Service continues uninterrupted at the credit union's offices.

What is the field of membership for Louisville Metro Police Officers Credit Union?

The credit union serves members and businesses in the Louisville, Kentucky, area.

How big is Louisville Metro Police Officers Credit Union?

The credit union has \$28,759,623 in assets, according to its most recent Call Report.

How long will this conservatorship last?

In working to resolve the issues affecting Louisville Metro Police Officers Credit Union, the NCUA's top priority is to protect the interests of the credit union's members. There is no set timeframe for completing this resolution process.

What are the NCUA's plans for the future of Louisville Metro Police Officers Credit Union?

The NCUA has made no decisions about the long-term future of the credit union. Continued credit union service for the members, however, is a priority.