



CREDIT UNION ONLINE FREQUENTLY ASKED QUESTIONS

1. What is Corporate Credit union Online?

Corporate Credit union online or Corporate CU Online is the online system for submitting monthly call report data and updates to profile data as needed.

2. What is the Corporate Credit Union Profile?

The Corporate CU Online profile includes information that NCUA maintains about a corporate credit union that is infrequently changed. For example, it contains:

- Credit union address(es),
- Phone number(s),
- List of officials,
- Hours of operation,
- Information systems and technology,
- Services provided to members, and
- Other similar information.

3. Where do I report my branch or other site information?

The branch or other site information is included in the Profile under the Site section. NCUA requires corporate credit unions to report all branches and locations.

4. What is “Save and Certify Profile?”

After making any changes to your corporate credit union’s Profile, NCUA requires you to click the “Save and Certify Profile” button to certify the change(s) you made and permanently save your changes. If you leave the Profile, close your browser, log out, or do not click the “Save and Certify Profile” button, you will lose all changes and have to reenter them.

5. Am I required to use the online system?

Yes. NCUA requires all federally insured credit unions to submit data online.

6. What if I am having a problem with Corporate CU Online?

Technical support is available by phone at (800) 827-3255 and (703) 518-6450 or via email at servicedesk@ncua.gov. Technical support is available from 7:00 AM to 8:00 PM, Eastern Time, Monday through Thursday, and 7:00 AM to 6:00 PM on Friday (Closed on government holidays).

7. Can other credit unions or the public see my information?

Public users going to the NCUA website, such as other credit unions (corporate or consumer), will only have access to public information.

8. What if I do not submit my call report on time?

If you submit your call report after the 11:59:59 Eastern Time deadline on the specified due date, *you may be subject to civil money penalties.*



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9. Will NCUA notify corporate credit unions when the Call Report is due?

NCUA will send an NCUA Express email to all Corporate CU Online users each cycle outlining the start and end dates of the cycle. NCUA requires corporate credit unions to submit a monthly Call Report by the 27th day of each month after the end of the Call Report cycle.

The Call Report deadline is 11:59:59 Eastern Time on the 27th day of the month. If the month closes on 30 June, then the Call Report is due at 11:59:59 Eastern time on July 27th.

10. My data processing vendor prepares Call Report data for me. Will NCUA provide information for software vendors?

Yes. NCUA provides account information and sample XML files for vendors who develop software for importing Call Report data into CU Online. NCUA posts this information on NCUA's website in the Corporate Credit Union Online section. Corporate Credit unions cannot import Profile information.

11. How many administrators should I have?

NCUA requires credit unions to have at least two administrators. We recommend Credit Unions have at least one back-up for completing the Call Report and maintaining the Profile information. Corporate Credit Unions may have multiple user accounts.

12. What if I need to make a correction to a previously submitted Call Report?

Corporate credit unions may correct Call Reports in the CU Online system for the most recent 24 cycles (months).

13. Can I save my work and come back to complete it later?

Yes. You can start your Call Report, save your work, log off, and return later. You cannot submit your Call Report until you complete all required information, correct errors, accept warnings, and provide comments.

14. Can I print a blank Call Report form and instructions?

Yes. You can click "Instruction" button in CU online and from NCUA's Corporate CU Online webpage.

15. Can I limit who can submit the Call Report if my credit union has more than one CU online user?

No. Corporate CU Online Users with the "Credit Union Administrator" and "Credit Union User" role can add and update all portions of the Profile and Call Report. Corporate CU Online users assigned the "Credit Union Basic" role have view only permissions for the entire system. Credit unions need to decide whom they assign the roles to.



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16. Will examiners still conduct a quality audit check of the Call Report?

Yes. For federally insured corporate credit unions, the assigned NCUA examiner will review and validate the submitted Call Report information.

17. How will I know if my call report uploaded successfully?

NCUA confirms successful submission of Call Report/Profile forms with an email bearing the time and date of successful submission. A second email has the date and time stamp for the submission and has an Corporate FPR attached.

18. Can I save a copy of what I submitted for the profile or call report or both?

Users can save a PDF of their call report or profile at any time.

19. What is Silverlight?

Silverlight is a free program browser add-on from Microsoft. If you do not have Silverlight installed on your computer, the system will prompt you to install it the first time you access CU Online. Installing the Silverlight plug-in requires administrator privileges to your desktop. You may download and install Silverlight at: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>