

National Credit Union Administration  
2015 Grant Round 2 Reimbursement Guidelines

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A Reimbursement Checklist is located on **page 16** to guide you through the reimbursement process.

### **Step One: Log into CyberGrants Account**

- a. To login, go to the following website:  
[www.cybergrants.com/ncua/applications](http://www.cybergrants.com/ncua/applications)
- b. Enter your **Email Address** and **Password**. Then, click the Log In button.
- c. If you forget your login information, click the **“Need Support?”** link. <sup>i</sup>

The screenshot shows the login interface for the CyberGrants system. At the top left is the National Credit Union Administration logo. The main heading is 'Please Log In'. There are two required input fields: '\* E-mail Address:' and '\* Password:'. A red arrow points to the 'Log In' button. Below the fields is a note: 'Please note that you must have cookies and JavaScript enabled on your browser in order to successfully log in.' At the bottom of the login section is a link for 'Need Support?'.

- Once you login, you will be welcomed by the CyberGrants system. (Sample screen shot below)

## Step Two: Access Grant Information

- a) Click the **Revise** link next to the reimbursement request you plan to submit.  
You can find the link under the **Reimbursements Requiring Action** heading.

Reimbursements Requiring Action			
Action	Project Title	Application Date	Proposal Type
<a href="#">Revise</a>	2015 Grant Round 2	05/14/2015	2015 Grant Round 2 (Reimbursement)

## Step Three: Contact Information

Verify that the contact information listed is accurate and up-to-date.

- To add a new contact, click **Create New**.
- To edit an existing contact, click the name of the existing contact.
- Click **Save and Proceed** when finished.

**Contact Information**

\* indicates required field

To successfully submit this application, you must create one primary and one secondary contact. After creating both contacts, select the "Match" box next to one primary contact and select the "Match" box next to one secondary contact.

<input checked="" type="checkbox"/> Match: Click to associate this individual with this application.	<b>Name:</b> JANE SMITH <b>Phone:</b> 1234567890 <b>E-mail:</b> jsmith@fakeemail.com <b>Contact Type:</b> Secondary Contact
<input checked="" type="checkbox"/> Match: Click to associate this individual with this application.	<b>Name:</b> JOHN SMITH <b>Phone:</b> 1234567890 <b>E-mail:</b> jsmith@fakeemail.com <b>Contact Type:</b> Primary Contact

Save and Proceed
Create New

## Step Four: Organization Information

Verify the information that appears on the screen.

- If it is accurate, click ***Save and Proceed***.
- **If not:** update the necessary information, then click ***Save and Proceed***.

Welcome Page	Contact Information	<b>Organization Information</b>	Award Information	Fraud and Cyber Security	New Product and New Service	Digital Growth	Building Capacity and Growth	Terms and Conditions
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### Organization Information

\* indicates required field

\* FCU/CU

\* Address

\* City

\* State

\* Zip

\* Tax Identification Number Please enter 9 digits only; do not include a dash. For example: 127538524

\* Credit Union DUNS Number Please enter digits only; do not include a dash. For example: 753852441  
For a DUNS number call 1-866-705-5711 or go to <http://fedgov.dnb.com/webform>

**Payment by Electronic Funds Transfer (EFT)**

In accordance with the Debt Collection Improvement Act of 1996 (Public Law 104-134), the NCUA must make payments to credit unions by Electronic Funds Transfer (EFT). Credit unions that did not receive reimbursement/electronic funds transfer disbursement from OSCUI Grant Program during or after 2011 or credit unions that have had changes in banking information should complete the following information.

*For ACH transactions, Treasury requires NCUA to use **only** a checking transaction code with account numbers at least 4 digits in length, and **only** contain numbers, spaces, or dashes (no decimals). Please verify with your institution the correct RTN and account info for ACH use.*

\* Financial Institution Name

\* 9-Digit Routing & Transit No. (RTN)

\* Account Holder Name

\* Account Number

\* Account Type

**Save and Proceed**



## National Credit Union Administration

### Welcome, OSCUI APPS!

#### **2015 Grant Round 2 Reimbursement**

OSCUI will be accepting 2015 Grant Round 2 applications from June 1 at 8am EST to June 30 at 5pm EST. You can review the initiatives offered and eligible projects using the grant guidelines found [here](#). Please email [oscuiapps@ncua.gov](mailto:oscuiapps@ncua.gov) if you have any additional questions.

**Attention**, applications must be submitted by an official at your credit union. Consultants are not allowed to submit grant applications on behalf of your credit union.

Please subscribe to FOCUS, our monthly e-Newsletter for the latest information regarding on our funding opportunities and other OSCUI initiatives. You can [click here](#) to subscribe.

#### **Urgent Needs Grant**

Credit Unions experiencing an unexpected or unplanned cost, such as costs as a result of a natural disaster, may apply for grant funds under the Urgent Needs Initiative year-round. Credit unions can apply for a maximum amount of \$7,500 under this initiative.

[Urgent Needs Application](#)

#### **Loan Program**

Credit unions may apply for low-cost funds to support a variety of financial and related services designed to meet the particular needs of the members and low-income community served.

[Loan Application](#)

**Applications Requiring Action**

## **Step Five: Award Information**

Review this section for details about the initiatives you were awarded, general award information, and reasons you were denied for the other initiatives you applied for; then click **Save and Proceed**.

- Award Information – Initiatives Awarded,
- Award Breakdown – Amount Awarded for each Initiative,
- Application Identification Number – Please include this identification in all email correspondence with our office related to this grant;
- Commitment Number – Please include this number in all email correspondence with our office related to this grant;
- Grant Expiration Date – You must complete and submit all reimbursement documentation by this date; and
- Eligible Expenses – Select Yes or No. Only expenses paid after you receive your grant approval letter are eligible for reimbursement. Please read and review all sections carefully prior to incurring expenses and completing the request.

Welcome Page	Contact Information	Organization Information	<b>Award Information</b>	Fraud and Cyber Security	New Product and New Service	Digital Growth	Building Capacity and Growth	Terms and Conditions
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### **Award Information**

\* indicates required field

Please review the following grant guideline before you proceed with this application: [2015 Grant Round 2 Guidelines](#)

**Award Information** Congratulations! Here are the initiatives you were awarded for:  
Capacity Builder Growth Initiative  
Digital Growth Initiative  
Fraud and Cyber Security Initiative  
New Product and New Service Initiative

**Award Breakdown** Please review the breakdown of your award.  
\$7,500.00 Fraud and Cyber Security  
\$10,000.00 New Product and New Service  
\$10,000.00 Digital Growth  
\$24,000.00 Building Capacity and Growth  
\$51,500.00 Total

**App ID (?)** 2015GR2-0011

**Commitment Number (?)** 350003000

**Grant Expiration Date (?)** 09/26/2015

**\* Eligible Expenses (?)** Were all of your expenses paid after the grant approval date?

No ▾

**Ineligible Expenses** Expenses paid for prior to when you received your 2015 Grant Round 2 award letter are ineligible for reimbursement.

**Save and Proceed**

## **Step Six: Fraud and Cyber Security Initiative**

If you did not receive a grant for this initiative, then click *Save and Proceed*.

- The Fraud and Cyber Security reimbursement requires documentation supporting your expenses and details about the project outcomes. If a consultant was hired, please submit the following documents:

- a) CU must upload a scope of work document provided by consultant.
- b) CU to submit list of actual services rendered by consultant.
- c) CU must submit a final report as provided by the consultant

- Please complete the **Fraud and Cyber Security Reimbursement** screen using the following guidance:

- 1) **Fraud and Cyber Security Approved Grant Amount** – The maximum reimbursement you are eligible to receive.
- 2) **Fraud and Cyber Security (s) Approved** – This is the project(s) you applied and approved. See #9 for examples of eligible projects.
- 3) **Outcome Summary** - Use up to 2000 characters to describe how the grant funds were used and how this project(s) will benefit or improve credit union operations.
- 4) **Fraud and CyberSecurity Amount Requesting** – Enter the dollar amount you are requesting for reimbursement.
- 5) **Name of Vendor(s) Chosen** – Enter the name(s) of the vendor.
- 6) **Fraud and CyberSecurity Proof of Payment** – Upload the proof of payment for your grant. The following are the only examples we will accept:

- **Proof of Payment Examples**

- A cleared check (front and back of the check with a clearance stamp) made out to the vendor identified on the invoice; OR
- A credit card statement with the payment amount and vendor listed in the statement; OR
- An original check made out to the vendor with an attached bank statement showing the check cleared; OR
- A bank statement with the payment amount and vendor listed in the statement; OR
- A paid invoice (on vendor letterhead) with a zero dollar balance. (least preferred)

7) **Fraud and CyberSecurity Proof of Purchase – Upload the proof of purchase** for your project(s). The following are the only proofs of payment we will accept:

➤ **Proof of Purchase Examples**

- An invoice from the vendor on vendor letterhead; OR
- A receipt from the vendor specifying items purchased
- Consultant report and list of services performed by the Consultant.

8) Then click **Save and Proceed**.

**Note: Please upload all documents in the Adobe PDF format.**

9) Eligible project examples:

- BSA Audits
- Compliance Risk Assessments
- Encrypting and/or protecting sensitive data;
- Developing or implementing data classification policy;
- Monitoring cyber security risk exposure;
- Implementing an effective automated method or process for monitoring unusual or suspicious transactions;
- Debit or Credit EMV card conversion costs;
- Enhance Home Banking interface (security upgrades);
- Information Systems and/or Cyber Security Training;
- Membership to a Financial Institution Cyber Security organization such as FS-ISAC etc.; and
- Systems Test or Risk Assessment, examples include:
  - Systems Penetration test,
  - Internal and external vulnerability test, or
  - Social engineering assessment.

## **Step Seven: New Products/New Services Reimbursement**

If you did not receive a grant for this initiative, then click **Save and Proceed**.

- The New Products/New Services reimbursement requires documentation supporting your expenses and details about the project outcomes. If a consultant was hired, please submit the for documents:
  - a) CU must upload a scope of work document provided by consultant.
  - b) CU to submit list of actual services rendered by consultant.
  - c) CU must submit a final report as provided by the consultant
  
- Please complete the **New Products/New Services Reimbursement** screen using the following guidance:
  - 1) **New Product Approved Grant Amount** – The maximum reimbursement you are eligible to receive.
  - 2) **New Product Approved** – This is the product you were approved for. See # 8 for eligible projects.
  - 3) **Outcome Summary** - Use up to 2000 characters to describe the benefits of the new product grant to your field of membership. Include projections noting product uptake and how many new members will join your credit union resulting from project implementation.
  - 4) **Name of Vendor** – Enter the name of the vendor.
  - 5) **New Product Amount Requesting** – Enter the dollar amount you are requesting for reimbursement.
  - 6) **New Product Proof of Payment** – Upload the proof of payment for your new product grant. The following are the only proofs of payment we will accept:
    - **Proof of Payment Examples**
      - A cleared check (front and back of the check with a clearance stamp) made out to the vendor identified on the invoice; OR
      - A credit card statement with the payment amount and vendor listed in the statement; OR
      - An original check made out to the vendor with an attached bank statement showing the check cleared; OR
      - A bank statement with the payment amount and vendor listed in the statement; OR
      - A paid invoice (must be on vendor letterhead) with a zero dollar balance. (least preferred)

7) Then click **Save and Proceed**.

**Note: Please upload all documents in the Adobe PDF format.**

8) **List of approved products/services.**

Share products

- Share Draft Program,
- Check Cashing for non-members,
- Installation of a new ATM, and
- Remittance.

Loan Products

- SBA Loan Program,
- MBL,
- HELOC,
- Home Purchase Program, and
- Risk Based Lending.

Obtain/Perform the following to create a strategic or business plan for growth:

- Demographic study,
- Product pricing analysis of existing products and services,
- ALM Model Implementation, and
- ALM Review.

## **Step Eight: Digital Growth Reimbursement**

If you did not receive a grant for this initiative, then click **Save and Proceed**.

- The Digital Growth reimbursement requires documentation supporting your expenses and details about the project(s) outcomes. If a consultant was hired, please submit the for documents:
  - a) CU must upload a scope of work document provided by consultant.
  - b) CU to submit list of actual services rendered by consultant.
  - c) CU must submit a final report as provided by the consultant.
  
- Please complete the **Digital Growth Reimbursement** screen using the following guidance:
  - 1) **Digital Growth Approved Grant Amount** – The maximum reimbursement you are eligible to receive.
  - 2) **Digital Growth Approved** – This is the product you were approved for.
  - 3) **Outcome Summary** - Use up to 2000 characters to describe the benefits of the new product grant to your field of membership. Include projections noting product uptake and how many new members will join your credit union resulting from the project implementation.
  - 4) **Name of Vendor** – Enter the name of the vendor.
  - 5) **Digital Growth Amount Requesting** – Enter the dollar amount you are requesting for reimbursement.
  - 6) **Digital Growth Proof of Payment** – Upload the proof of payment for your new product grant. The following are the only proofs of payment we will accept:
    - **Proof of Payment Examples**
      - A cleared check (front and back of the check with a clearance stamp) made out to the vendor identified on the invoice; OR
      - A credit card statement with the payment amount and vendor listed in the statement; OR
      - An original check made out to the vendor with an attached bank statement showing the check cleared; OR
      - A bank statement with the payment amount and vendor listed in the statement; OR
      - A paid invoice (must be on vendor letterhead) with a zero dollar balance. (least preferred)

7) Then click **Save and Proceed**.

**Note: Please upload all documents in the Adobe PDF format.**

8) **List of eligible projects.**

- Bill Pay,
- Debit and/or Prepaid Cards<sup>1</sup>,
- Electronic/Digital Signatures,
- Home Banking,
- Interactive Website,
- Mobile Banking,
- Mobile/Online Loan Applications,
- Online Loan/Member applications, and
- Remote Deposit Capture

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<sup>1</sup> The Purchase of gift cards is not an eligible expense under 2015 Grant Round 2.

## **Step Nine: Building Capacity Reimbursement**

If you did not receive a grant for this initiative, then click **Save and Proceed**.

- The Building Capacity reimbursement requires documentation supporting the expansion of your services and/or the opening of a new location in an underserved area. If a consultant was hired, please submit the for documents:
  - a. CU must upload a scope of work document provided by consultant.
  - b. CU to submit list of actual services rendered by consultant.
  - c. CU must submit a final report as provided by the consultant.
  
- Please complete the **Building Capacity Reimbursement** screen using the following guidance:
  - 1) **Building Capacity Approved Grant Amount** – The maximum reimbursement you are eligible to receive.
  - 2) **Building Capacity Approved** – This is the product you were approved for.
  - 3) **Outcome Summary** - Use up to 2000 characters to describe the benefits and impact of the building capacity grant. Include information as to how the funds were used and a projection of what impact the expansion will have on the credit union as well as the membership.
  - 4) **Name of Vendor** – Enter the name of the vendor.
  - 5) **Building Capacity Amount Requesting** – Enter the dollar amount you are requesting for reimbursement.
  - 6) **Building Capacity Proof of Payment** – Upload the proof of payment for your new product grant. The following are the only proofs of payment we will accept:
    - **Proof of Payment Examples**
      - A cleared check (front and back of the check with a clearance stamp) made out to the vendor identified on the invoice; OR
      - A credit card statement with the payment amount and vendor listed in the statement; OR
      - An original check made out to the vendor with an attached bank statement showing the check cleared; OR
      - A bank statement with the payment amount and vendor listed in the statement; OR
      - A paid invoice (must be on vendor letterhead) with a zero dollar balance. (least preferred)

7) Then click **Save and Proceed**.

**Note: Please upload all documents in the Adobe PDF format.**

8) **List of eligible projects.**

- Expand into a new market area by opening a new credit union branch location, costs can include:
  - Consultant Fees,
  - Materials,
  - Marketing and Advertising,
  - Construction, and
  - Moving Expenses.
- Relocation for home based CUs to a non-residential site, in addition to the above, covered costs can include:
  - Hardware/Software/Equipment (including Computers).

## Step Ten: Verification and Certification

- Read the certification terms then check the box to verify the information.

**Verification and Certification**

\* Indicates required field

**\* Certification Terms (Reimbursement)**

- The credit union is currently a low-income designated credit union, as defined in Section 701.34 of NCUA's Rules and Regulations; and complied with the program objectives as described in the application, Office of Small Credit Union Initiatives Grant Guidelines, NCUA Rules and Regulations, and United States Office of Management and Budget Circular A-110, A-122, and A-133.
- The credit union is aware of the required documents and information necessary to receive reimbursement. OSCUI will only accept **ONE** reimbursement request which must include proof of payment and proof of purchase for **ALL** projects applied for under this application at the completion of the **LAST** project. Failure to submit all the required and requested information prior to the expiration date may result in the denial of the request.
- The credit union conducts its activities such that no person is excluded from participation in, is denied the benefits of, or is subject to discrimination on the basis of race, color, national origin, sex, age or disability in the distribution of services and/or benefits provided under this grant program. The credit union agrees to provide evidence of its compliance as required by NCUA.
- The credit union is aware that NCUA will correspond with the credit union regarding this reimbursement by email (utilizing the email provided in this reimbursement request).

By checking this box, I, the authorized credit union official, certify the above.

**\* Credit Union Official's Name**

**\* Credit Union Official's Title**

[Save and Proceed](#)

## Step Eleven: Grant Acceptance Acknowledgement

- Read the grant acceptance acknowledgement then check the box to verify the information. Click on Save and Proceed when finished.

**\* Grant Acceptance Acknowledgement**

- The credit union ("Grantee") has been awarded a grant of Congressionally-appropriated funds ("Grant") administered by the National Credit Union Administration ("NCUA").

The Grantee has read and understands the guidelines that apply to this Grant ("grant guidelines") [[2014 Grant Round 2 Reimbursement Guideline](#)]. As a condition of acceptance of the Grant, and of reimbursement(s) thereunder, Grantee hereby certifies that it will honor both the conditions and limitations set forth in the grant guidelines, and the following "covered relationship" restriction:

Grantee will not permit an employee, contractor, consultant or vendor of the Grantee to participate substantially in any Grant-funded activity, or to otherwise benefit directly or indirectly from the Grant, who, to its knowledge (assuming reasonable diligence), has a "covered relationship" with an NCUA employee who presently holds a position that would enable him or her to influence a pending or future grant award, or a reimbursement of permitted expenses thereunder.

An employee, contractor, consultant or vendor of the Grantee would have such a "covered relationship" if he or she were either: (1) a member of the household of an NCUA employee who presently holds a position that would enable him or her to influence a pending or future grant award, or a reimbursement thereunder; or (2) a relative of such an NCUA employee with whom he or she has a close personal relationship. 5 C.F.R. 2635.502(b)(1)(ii).

Grantee hereby acknowledges that NCUA reserves full discretion to deny reimbursement under this Grant in the event NCUA determines that Grantee or an employee, contractor, consultant or vendor of Grantee is in breach of either a condition or limitation set forth in the grant guidelines, or the above "covered relationship" restriction.

By checking this box, I, the authorized credit union representative, certify the above.

### **Step Twelve: Review Your Application**

A) Review the information you input before you submit the reimbursement request to NCUA.

- This is the last chance you will have to edit your request. If you need to make additional changes, scroll to the bottom and click **Save Only**.
- If you are ready to submit, click **Submit**.

## **Reimbursement Checklist**

Use this table to check off the steps as you complete them.

<b>Step</b>		<b>Sub Step</b>	<input checked="" type="checkbox"/>
1	Log Into CyberGrants Account	Enter email address and password	
2	Access Grant Information	Click the revise link	
3	Contact Information	Verify information is correct	
4	Organization Information	Verify information is correct	
5	Award Information	Review information	
6	Fraud and CyberSecurity Reimbursement (if applicable)	Input reimbursement information & upload all required documents	
7	New Product/New Services Reimbursement (if applicable)	Input reimbursement information & upload all required documents	
8	Digital Growth Reimbursement (if applicable)	Input reimbursement information & upload all required documents n	
9	Building Capacity Reimbursement (if applicable)	Input reimbursement information & upload all required documents	
10	Verification and Certification	Verify certification terms	
11	Grant Acceptance Acknowledge	Verify and accept	
12	Review Application	Review and submit request	

## **NCUA Reimbursement Review**

- NCUA will review the reimbursement requests and issue payment as a direct deposit to reimburse approved expenditures. The credit union will be notified of via email.
  - NCUA will not process incomplete reimbursement requests. Incomplete requests must be resubmitted, provided the commitment expiration date has not passed.
  - Supporting documentation consists of a proof of payment and purchase.
  - If NCUA has pending questions regarding a particular reimbursement request the credit union will be notified via email.

## **Expense Guidelines**

### **Reimbursable Expenses:**

- Reasonable Marketing expenses to promote the newly implemented product/service such as credit union displays, banners, handouts, or statement stuffers; and
- Consulting expenses including travel expenses according to GSA per diem rate (See “Deliverables by Recipient”).

### **Non-Reimbursable Expenses:**

1. Conflict of Interest expenses
  - Salaries/payments to employees for services provided;
  - Employees and, or board members may not receive compensation from hired consultants, partners or vendors; and
  - Contracts given to credit union employees, and, or board members or their relatives are prohibited.
2. Miscellaneous Operational expenses
  - Food/Refreshments;
  - Recurring Operational Expenses (i.e. rent, utilities, annual audits, depreciation, funding for the allowance for loan losses, office supplies);
  - Transportation/Mileage/Parking for employees.
  - Prepaid Expenses (expenses the credit union has paid prior to receiving of grant approval);
  - Monthly or Annual Maintenance & Insurance costs;
  - Custodial Services;
  - Matching Funds (i.e. matching portion of an Individual Development Account program); and
  - Promotional Items (i.e. gifts, give-aways, souvenirs, gift cards).
3. Other Expenses (non-operational)
  - NCUA or other Government Agency Employee Expenses; and
  - Projects/Contracts based on covered relationships with NCUA Employee (s)

The following are general guidelines for expense categories that apply to all initiatives:

1. Maximum award per CU Is \$24,000 for all initiatives combined

2. Computer hardware can only be purchased as a part of a home based relocation; other hardware expenditures are not approved expenditures. Cyber software is an eligible expense only under the Fraud and Cyber Security initiative.
3. Grant project must be completed within 6 months from the grant approval date unless specifically noted.
4. If the CU hired a consultant, submission of the following documents is required for reimbursement:
  - CU must upload a scope of work document provided by consultant.
  - CU to submit a list of actual services rendered by consultant.
  - CU must submit a final report as provided by the consultant.
5. All expenses must be directly related to the specific project approved.
6. NCUA will reimburse expenses listed in approved grant applications up to the total grant amount. With your reimbursement request, your CU must present evidence of payment, **paid after the grant approval.**
7. If a credit union enters into a commitment for a project before the grant decision is made, the credit union may be obligated to pay project expenses from own funds should the grant not be approved.
8. **Partnership/Third Party/Vendor Relationship and Expenses:** Credit unions are required to follow the due diligence over Third Party Service Provides as directed by NCUA Letter to Credit Unions 01-CU-20 and must submit a written agreement detailing the services/products with cost involved. Contractor fees that are not substantiated in writing in a partnership/contractor's agreement will not be reimbursed.
9. **Invoices from outside parties must be billed to and paid by the credit union. Reimbursements will be made to credit unions only.**

## **Treasury Guidance**

Credit unions are expected to follow U.S. Treasury/Office of Management and Budget (OMB) Guidance and Circulars such as:

- A-110: Uniform Administrative Requirements for Grant and Other Agreements with Institutions of Higher Education, Hospitals and Other Non-Profit Organizations
- A-122: Cost Principles for Non-Profit Organizations
- A-133: Management Responsibility for Internal Control

Refer to this link to the OMB Website for additional information:

[http://www.whitehouse.gov/omb/circulars\\_default](http://www.whitehouse.gov/omb/circulars_default)

## **Reporting/Accounting Guidance**

For accounting guidance for grant awards from the OSCUI Grant Program, refer to NCUA Accounting Bulletin No. 07-2. Credit unions are encouraged to consult with their auditor/CPA if there are further questions in this regard.

Click the following link to be directed to NCUA Accounting Bulletin No. 07-2 on the NCUA website:

<http://www.ncua.gov/Legal/GuidesEtc/AccountingBulletins/ACCTBUL07-02.pdf>

## **Contact Information**

For immediate assistance, email general questions regarding the OSCUI Grant Program to [OSCUIAPPS@ncua.gov](mailto:OSCUIAPPS@ncua.gov).

For technical question regarding the grant application or reimbursement request, utilize the “*Need Support?*” link in the online grant system.

## **Other Assistance Offered By OSCUI**

Information regarding other assistance offered by OSCUI can be found in the following locations on the NCUA website:

Consulting – [www.ncua.gov/OSCUI/consulting](http://www.ncua.gov/OSCUI/consulting)

Grants and Loans – [www.ncua.gov/OSCUI/grantsandloans](http://www.ncua.gov/OSCUI/grantsandloans)

Training – [www.ncua.gov/OSCUI/training](http://www.ncua.gov/OSCUI/training)

Partnerships and Outreach – [www.ncua.gov/OSCUI/Partnerships](http://www.ncua.gov/OSCUI/Partnerships)

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<sup>i</sup> All password reset requests must be done utilizing the “Need Support” link. This is performed by the vendor and OSCUI has no access or control to perform this.