

Sample: Respond to Examination Complaint

Date

Mr. John Doe
Board Chairman
ABC Federal Credit Union
Address
City, State Zip

Dear Mr. NAME:

On [DATE], I received your letter concerning the disagreement with the Document of Resolution issued at the NCUA examination, effective [DATE]. In particular, the board of directors requested NCUA lift the moratorium on real estate lending.

I understand supervisory examiner [SE NAME] discussed this matter with examiner [EXAMINER NAME] and met with you and the ABC FCU board on [DATE]. After these discussions, concerns remain with your credit union's ability to measure, monitor and control increased interest rate risk resulting from your desire to fund long-term, fixed-rate real estate loans.

During your meeting with supervisory examiner [SE NAME], your board agreed to seek training in asset-liability management and interest-rate risk concepts, and seek outside assistance to evaluate your real estate loan policies and concentration risk limits. Once you receive this training and consultation, examiner [EXAMINER NAME] will return to your credit union to review your progress. Examiner [EXAMINER NAME] will re-evaluate the need for the real estate loan moratorium during the follow-up contact.

If you have any questions, please contact supervisory examiner [NAME] or examiner [NAME] at [PHONE NUMBER].

Sincerely,

[NAME]
Regional Director

[OFFICE]/[WRITER'S INITIALS]
SSIC XXXX
Charter #

cc: SE
EX