

# Sample: Closing Letter

Date

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

Dear Mr. Doe:

On [Date], I received your credit union's notification detailing an incident of unauthorized access to member information. *[Or, if notified by NCUA personnel: On [Date], I was notified of an instance of unauthorized access to member information by Examiner [Name].]* In particular, the notification stated [Brief description]. *If resolved:* My staff informs me that you have taken appropriate corrective actions in response to the incident.

*If still ongoing:* I understand your credit union has already taken certain corrective actions to address the situation, and the cause of the breach has been remedied. I encourage your board of directors to continue monitoring the situation and take any additional corrective actions deemed necessary. In addition, please keep Examiner [Name] informed as to [List of items to be reported to field for supervision purposes, e.g. the receipt of certificates of destruction, the results of the forensic audit].

In addition, as part of our normal supervision program, my staff will plan to review your information security program and Gramm-Leach-Bliley Act compliance at your next examination *[or if a FISCO: my staff will plan to coordinate the review of your information security program and Gramm-Leach-Bliley Act compliance with the SSA during your next examination]*. In the meantime, if you have any questions, please contact Examiner [Name] at [Phone number] *[and if a FISCO: or the SSA]*.

Sincerely,

[RD Name]  
Regional Director

[OFFICE]/[WRITER'S INITIALS]/[LOG #]  
FCU or FISCO [CHARTER #]-[SE and DISTRICT]

cc: CEO  
ARD-P  
SE

EX

*[If a FISCO: SSA]*