

## NATIONAL CREDIT UNION ADMINISTRATION

### Agency Information Collection Activities: Amendment to Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery; Comment Request

**AGENCY:** National Credit Union Administration (NCUA).

**ACTION:** Request for comment.

**SUMMARY:** The NCUA intends to submit the following information collection to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act of 1995 (Pub. L. 104–13, 44 U.S.C. Chapter 35). This information collection notice is published to obtain comments from the public. In connection with NCUA's effort to streamline the process and increase feedback obtained from the public on service delivery, NCUA intends to amend, 3133–0188, "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery".

**DATES:** Comments will be accepted until March 23, 2015.

**ADDRESSES:** Interested persons are invited to submit written comments on the information collection to Jessica Khouri, National Credit Union Administration, 1775 Duke Street, Alexandria, Virginia 22314–3428, Fax No. 703–837–2861, Email: [OCIOFRA@ncua.gov](mailto:OCIOFRA@ncua.gov).

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information, a copy of the information collection request, or a copy of submitted comments should be directed to Jessica Khouri at the National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314–3428, by fax at Fax No. 703–837–2861, or by email at [OCIOFRA@ncua.gov](mailto:OCIOFRA@ncua.gov).

#### SUPPLEMENTARY INFORMATION:

##### I. Abstract and Request for Comments

NCUA intends to amend the current collection 3133–0188, "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery." The proposed amendment intends to increase the hours available to obtain feedback on services provided by NCUA offices. NCUA anticipates using a variety of methods to collect customer satisfaction feedback from credit unions, including, but not limited to, web and paper-based surveys or feedback forms, web-based polling or other interactive responses, comment cards, and social media. The information collection activity will

garner qualitative stakeholder feedback in an efficient, timely manner, in accordance with NCUA's commitment to improving service delivery. Qualitative feedback is information that provides useful insights on perceptions and opinions, but is not a statistical survey that yields quantitative results that can be generalized to the population of study. This feedback will provide insights into stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training, or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative, and actionable communications between NCUA and its stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: The target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission utilizing other information collections that are designed to yield quantitative results.

NCUA requests you send comments that address: (a) The necessity of the information collection for the proper performance of NCUA, including whether the information will have practical utility; (b) the accuracy of our estimate of the burden (hours and cost) of the collection of information, including the validity of the methodology and assumptions used; (c) ways we could enhance the quality, utility, and clarity of the information to be collected; and (d) ways we could minimize the burden of the collection of information on the respondents such as

through the use of automated collection techniques or other forms of information technology. It is NCUA's policy to make all comments available to the public for review.

##### II. Data

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*OMB Number:* 3133–0188.

*Form Number:* None.

*Type of Review:* Amendment of currently approved collection.

*Description:* The information collection activity will garner qualitative stakeholder feedback in an efficient, timely manner, in accordance with NCUA's commitment to improving service delivery. Feedback will include, but is not limited to, web- and paper-based surveys or feedback forms, web-based polling or other interactive responses, comment cards, and social media.

*Respondents:* Non-Profit Institutions, Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

*Estimated Number of Respondents:* 40,600.

*Frequency of Response:* Varies.

*Estimated Burden Hours per Response:* Varies (4–20 minutes), depending on feedback method.

*Estimated Total Annual Burden Hours:* 23,789 hours.

*Estimated Total Annual Cost to Respondents:* 0.

By the National Credit Union Administration Board on January 14, 2015.

**Gerard Poliquin,**

*Secretary of the Board.*

[FR Doc. 2015–00974 Filed 1–21–15; 8:45 am]

**BILLING CODE 7535–01–P**

## NATIONAL CREDIT UNION ADMINISTRATION

### Agency Information Collection Activities: Extension of a Previously Approved Collection; for Change of Senior Executives and Officials forms; Comment Request

**AGENCY:** National Credit Union Administration (NCUA).

**ACTION:** Request for comment.

**SUMMARY:** NCUA intends to submit the following information collection to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act of 1995 (Pub. L. 104–13, 44 U.S.C. Chapter 35). This information collection notice is published to obtain comments from the public. NCUA is requesting an

extension of a previously approved collection 3133-0121. The Federal Credit Union Act, 12 U.S.C. 1790a, specifically requires all federally insured credit unions to notify NCUA at least 30 days prior to a change in official or senior executive officer if that credit union is newly chartered or in troubled condition.

**DATES:** Comments will be accepted until March 23, 2015.

**ADDRESSES:** Interested persons are invited to submit written comments on the information collection to Jessica Khouri, National Credit Union Administration, 1775 Duke Street, Alexandria, Virginia 22314-3428, Fax No. 703-837-2861, or by Email at [OCIOFRA@ncua.gov](mailto:OCIOFRA@ncua.gov)

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information, a copy of the information collection request, or a copy of submitted comments should be directed to Jessica Khouri at the National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314-3428, or by Email at [OCIOFRA@ncua.gov](mailto:OCIOFRA@ncua.gov).

**SUPPLEMENTARY INFORMATION:**

**I. Abstract and Request for Comments**

NCUA is requesting an extension of the previously approved collection for 3133-0121. The Federal Credit Union (FCU) Act specifically requires all federally insured credit unions to notify NCUA at least 30 days prior to a change in official or senior executive officer if that credit union is newly chartered or in troubled condition. During that 30-day period, NCUA can disapprove the credit union's request. Since the last submission for 3133-0121, NCUA amended 12 CFR 701.14 to redefine "troubled condition" in relation to federally insured state chartered credit unions (FISCUs). The revised rule redefines a FISCU in "troubled condition" to be not only when its state supervisory authority (SSA) assigns it a "4" or "5" composite code rating, but also when either its SSA or NCUA assigns such a rating. Prior definitions of troubled credit unions did not include FISCUs rated a code 4 or 5 only by NCUA.

The FCU Act requires notice from the insured credit union to include certain personal information about the individual to determine the individual's fitness for the position. NCUA regulation at 12 CFR 701.14 implements Section 212. Section 701.14 requires that within 10 calendar days of receiving the notice, the Regional Director must inform the credit union either that the notice is complete or that additional specified information is

required to be submitted within 30 calendar days. Additionally, this section requires the Regional Director or Director of Office of National Examinations and Supervision to issue a written decision of approval or disapproval to the individual and the credit union within 30 calendar days of receipt of the notice. Otherwise, the individual is approved. NCUA's regulation at 12 CFR 741.205 requires federally insured state-chartered credit unions to follow section 701.14.

NCUA's regulations at 12 CFR part 747 (Subpart J) sets forth the rights an individual or a credit union may exercise and procedures to be followed in responding to a notice of disapproval by NCUA.

NCUA's forms 4063 and 4063a provide a uniform method for credit unions and individuals to submit information to NCUA regarding changes to officials and senior executive officers. NCUA uses the information to determine an individual's fitness for the position.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information under the PRA unless it displays a currently valid OMB control number.

NCUA requests you send your comments on this collection to the location listed in the addresses section. Your comments should address: (a) The necessity of the information collection for the proper performance of NCUA, including whether the information will have practical utility; (b) the accuracy of our estimate of the burden (hours and cost) of the collection of information, including the validity of the methodology and assumptions used; (c) ways we could enhance the quality, utility, and clarity of the information to be collected; and (d) ways we could minimize the burden of the collection of the information on the respondents such as through the use of automated collection techniques or other forms of information technology. It is NCUA's policy to make all comments available to the public for review.

**II. Data**

*Title:* Change of Officials or Senior Executive Officer Forms

*OMB Number:* 3133-0121.

*Form Number:* NCUA Form 4063 and NCUA Form 4063a

*Type of Review:* Reinstatement, with change, of a previously approved collection.

*Description:* To comply with statutory requirements, the agency must obtain sufficient information from new officials or senior executive officers of newly chartered or troubled credit unions to

determine the individual's fitness for the position. This is established by the Financial Institutions Reform, Recovery, and Enforcement Act of 1989. These forms standardize the information gathered to evaluate the individual's fitness for the position.

*Respondents:* Credit unions defined as newly chartered or in troubled condition and individuals applying for senior executive or official positions within a credit union defined as newly chartered or in troubled condition.

*Estimated No. of Respondents/Record keepers:* 1,017.

*Estimated Burden Hours per Response:* 1-2 hours.

*Frequency of Response:* Occasionally.

*Estimated Total Annual Burden Hours:* 1,907 hours.

*Estimated Total Annual Cost:* \$40,692.

By the National Credit Union Administration Board on January 14, 2015.

**Gerard Poliquin,**

*Secretary of the Board.*

[FR Doc. 2015-00949 Filed 1-21-15; 8:45 am]

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**NATIONAL CREDIT UNION ADMINISTRATION**

**Agency Information Collection Activities: Extension of a Previously Approved Collection; for Prompt Corrective Action; Comment Request**

**AGENCY:** National Credit Union Administration (NCUA).

**ACTION:** Request for comment.

**SUMMARY:** The NCUA intends to submit the following proposed collection of information to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. Chapter 35). This information collection notice is published to obtain comments from the public. This is related to NCUA's Prompt Corrective Action (PCA) regulation. NCUA uses the information provided to ensure the purpose of PCA is being carried out and that credit unions build adequate levels of net worth within a reasonable time.

**DATES:** Comments will be accepted until March 23, 2015.

**ADDRESSES:** Interested persons are invited to submit written comments on the information collection to Jessica Khouri, National Credit Union Administration, 1775 Duke Street, Alexandria, Virginia 22314-3428, Fax No. 703-837-2861, Email: [OCIOFRA@ncua.gov](mailto:OCIOFRA@ncua.gov)