

Treatment of Members Policy

REVISED: September 15, 2005

With respect to interactions with members or those applying to be members, the CEO shall not cause or allow conditions, procedures, or decisions that are unsafe, undignified, unnecessarily intrusive, or that fail to provide appropriate confidentiality or privacy.

Further, without limiting the scope of the above statement by the following list, the CEO shall not:

1. Use application forms that elicit information for which there is no clear necessity.
2. Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access to, use of or disposal of the material elicited.
3. Allow information systems to be operated in a manner that does not manage and control risk in compliance with NCUA Rules and Regulations.
4. Fail to conduct an annual assessment of information security risk.
5. Permit outsourcing arrangements involving the sharing of member information that would endanger information security.
6. Maintain facilities that fail to provide a reasonable level of privacy.
7. Fail to establish with members a clear understanding of what may be expected and what may not be expected from the service offered.
8. Allow services to be offered that do not support a member feedback process, which includes the following components:
 - A clear, easily accessible process
 - Timely response and appropriate action taken on member feedback
 - Diplomatic
 - Equitable
 - Collection and analysis of feedback results.
9. Fail to inform members of this policy, or to provide a grievance process to those who believe they have not been accorded a reasonable interpretation of their rights under this policy.

If you have any questions or comments regarding this Policy Statement please send an e-mail to Bill Lawton at cumail@cfcu.org or you may contact us at:

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