

[Credit Union] Consumer Protection Compliance Policy

I. Policy

[Credit Union] is committed to complying with applicable laws, rules, regulations, and regulatory guidance concerning consumer protection (collectively the “Regulatory Requirements”). As used in the Policy, “compliance” means compliance with such Regulatory Requirements.

To achieve this commitment, [Credit Union] will establish a compliance management system that will:

- Establish compliance roles and responsibilities;
- Communicate those responsibilities to officers and employees as well as to third-party service providers;
- Incorporate compliance into internal policies, procedures, and processes;
- Include monitoring and audit programs to ensure compliance; and
- Take corrective action quickly and fairly, if needed.

The key components of the compliance management system are:

1. Board and management oversight
2. Compliance program
3. Response to member complaints
4. Compliance Audits

II. Nondiscrimination

[Credit Union] is committed to serving its members on a fair and nondiscriminatory basis. [Credit Union]’s policies, procedures, and processes will not discriminate against any person on the basis of race, color, religion, national origin, sex, marital status, sexual orientation, age (providing the applicant has the capacity to enter into a legal contract), or other prohibited basis.

III. Board Direction

The Board of Directors (the “Board”) directs executive management to implement this policy.

The board of directors approved and adopted this policy on _____.