

**National Partnership Council 6/10/2010 Meeting Notes Addendum
Finalized 8/13/2010**

Office of Consumer Protection

National Credit Union Board Action establishes the Office of Consumer Protection (OCP) as follows:

Division of Consumer Compliance and Outreach (CCO) - NCUA will stand up the CCO during July and August 2010. The member call center will be activated once the renovated space is available in the central office.

- 2 Consumer Compliance Officers – CU-14
Both positions will be new hires as one position to be transferred from E&I is vacant
- 8 Consumer Compliance Analysts – CU-13
2 or more positions are anticipated to be reallocated from the regional offices via volunteers
- 2 Consumer Compliance Technicians – CU-7-9

Division of Consumer Access (CA) –NCUA will begin to stand up this division starting with Region II's DOI responsibilities (excluding mergers) and OSCUI's chartering responsibilities. Other Regional DOI responsibilities will be merged systematically over the next two year period in accordance with the NCUA Board Action.

- 13 Consumer Access Analysts – CU-13
4 positions will be reassigned from RII DOI,
7 positions will be reallocated from the other regional offices, and
2 positions will be reallocated from OSCUI
- 5 Consumer Access Technicians – CU-7-9

In order to implement the establishment of the Office of Consumer Protection, NCUA and the National Treasury Employees Union National Partnership Council reviewed and reached consensus on the following procedures and accommodations:

OCP Analysts

- To fill the CCO Analysts positions, the Agency will post a solicitation for volunteers in accordance with Article 22 of the CBA, open to all qualified employees having either DOS or DOI Analysts member complaint, consumer compliance, and fair lending examination experience.
- To fill the CA Analyst positions, NCUA will solicit 4 volunteers from RII DOI Analysts. NCUA will solicit volunteers for the remaining 7 positions in accordance with Article 22 of the CBA. Employees eligible to volunteer for a CA Analyst position will consist of CU-12/13 DOI Analysts

and DOS Analysts having at least 2 years of DOI experience within the last 5 years. Volunteers who are currently DOI Analysts will receive priority consideration.

- Per Article 22 of the CBA, if more employees volunteer for the then available CA or CCO analyst positions, reassignment will be based on longest length of continuous NCUA service.
- If CA analyst positions are not all filled by volunteers, NCUA will directly reassign involuntarily the following:
 - Up to 4 DOI Analysts from RII, and
 - Up to 7 DOI Analysts from the regions, with no more than 3 analysts from each region.
- Per Article 22 of the CBA, direct involuntary reassignment(s) will be based on shortest length of continuous NCUA service.
- Employees involuntarily reassigned will receive notice at least 30-days prior to the effective date of the reassignment.
- Analysts selected for a position (via volunteer or application) will have the option to choose either a remote or central office duty station. Employees who are currently assigned to either the central office or Region II office will have the central office as their duty station designation.
- Remote duty station assignments will be contingent upon agreeing to and meeting criteria set forth in NCUA Instruction NO. 1200.8 (REV. 2); if conditions not met, remote analysts will be reassigned to the central office.
- As a general practice, analysts assigned to remote duty stations will be expected to spend one week per month in the CO, contingent upon workload requirements and other work assignments.
- Analysts either selected for or reassigned to OCP positions, who wish to relocate to the central office, will receive relocation reimbursement, including the Market Loss Differential, in accordance with Article 24 of the CBA.
- DOI Analysts who are not selected or remain in their respective regions will be accreted to regional office functions in their currently assigned Region.
- NCUA will provide the following information to NTEU within 7 business days of the final selection of analysts for the OCP positions:
 - List of selections for each office, CCO and CA.
 - List of volunteers that includes at least the Volunteer Name, Current Position, Volunteer Position, Region/Office, EOD with NCUA.
 - List of involuntary reassignments that includes at least the Volunteer Name, Current Position, Volunteer Position, Region/Office, EOD with NCUA.

OCP Technicians

- Technicians will be located in the OCP.
- CPO will post vacancy announcements for the Technician positions located in CCO and CA in accordance with Article 15, Merit Promotion, of the CBA.
- Regional technicians whose position is abolished as a result of the creation of the OCP and do not apply or are not selected through the merit promotion process, will be reassigned to another qualifying position within their current region.
- Technicians who are selected through the merit promotion process will receive relocation reimbursement, including the Market Loss Differential, in accordance with Article 24 of the CBA.
- Within 12 months of filling all positions identified above, NCUA will discuss with NTEU the option of developing a Career Enhancement Program in accordance with Article 20 of the CBA.

OCP Location

- Until OCP space is available in the central office, the OCP will be temporarily located at an address yet to be determined.
- Analysts reassigned from Region II will remain in their current office space until such time as OCP relocates to the newly renovated CO workspace.
- New CPO employees may select from vacant work space designated for the position being occupied (either office or work station). To the extent possible, windowed offices will be reserved for analysts and specialists. Analysts having a central office duty station may select from available offices, including those offices assigned to remote duty station analysts.