

The
COMPLETE
WORST-CASE SCENARIO
COMPLIANCE
Survival Guide

HOW TO:

- Fend off a Charging Examiner
- Survive a Regulatory Avalanche
- Free Yourself from Policy Quicksand
- Put Out Burning Compliance Projects

By W.C.U.L. Services Corp. Compliance Specialists

THE COMPLETE WORST-CASE SCENARIO COMPLIANCE SURVIVAL GUIDE

Danger!

It lurks around every corner.

Volcanoes.

Sharks.

Regulations.

The credit union needs BSA testing and your compliance officer is on an extended vacation far from civilization. What do you do?

The Complete Worst-Case Scenario Compliance Survival Guide is here to help: jam-packed with how-to, hands-on, step-by-step, illustrated instructions to help you stay safe in a risky world.



HOW TO FEND OFF A CHARGING EXAMINER

1 Stay calm.

Examiners are ordinarily friendly creatures but known to “cite” or “write up” a credit union if they sense non-compliance. Displays of anger (or fear) may only make the situation worse

2 Stand your ground.

Find out what has concerned the examiner. Then, defend the credit union’s actions in a soothing tone of voice. Never flee from an examiner. Maintain eye contact.

3 Look for reinforcements.

Call in knowledgeable allies, like a Compliance Specialist, to support you and explain why the credit union’s actually in compliance. Remember, there is safety in numbers!

4 Make yourself appear larger.

Stand up, puff out your chest and extend your arms high overhead. It won’t fool an examiner, but stretching will help you de-stress.



HOW TO SURVIVE A REGULATORY AVALANCHE

1 **Keep alert.**

New regulations can quickly bury you if you don't see them coming. Watch for warning signs, like League Compliance Couriers about new and changing laws.

2 **Seek shelter.**

If possible, find something to hide behind, like a Compliance Specialist. Crouch down, and let the specialist absorb the regulations' impact for you.

3 **Stay on top.**

If caught in a regulatory avalanche, try not to sink beneath the churning rules. Grab anything that can help you stay on top of things, such as ii Releases.

4 **Clear an air pocket.**

Breathing is vital if you find yourself buried in rules and regulations. A Compliance Specialist can provide breathing room when you're overwhelmed – and help you dig out.



HOW TO FREE YOURSELF FROM POLICY QUICKSAND

1 Be aware of your surroundings.

Avoid sinking into outdated policies by staying alert. Look ahead. Find out which policies need to be reviewed and when. Mark them on your calendar.

2 Don't struggle.

If you find yourself sinking in policy reviews, stay calm and assess your situation. Kicking and screaming will not make policies go away. Keep your head up.

3 Free yourself.

Work to free yourself a little at a time. Fighting all the policies at once is rarely useful. Prioritize, and review the most important policies first, like BSA.

4 Call for help.

Attract the attention of people who can rescue you, especially Compliance Specialists. They have the training and resources to tackle policy reviews and pull you to safety.



HOW TO PUT OUT BURNING COMPLIANCE PROJECTS

1

Identify the type of fire.

We all have to put out compliance fires from time to time, but each one is different. Is your annual ACH audit past due? Is staff training needed? Do you need to prep for an exam?

2

Call 911.*

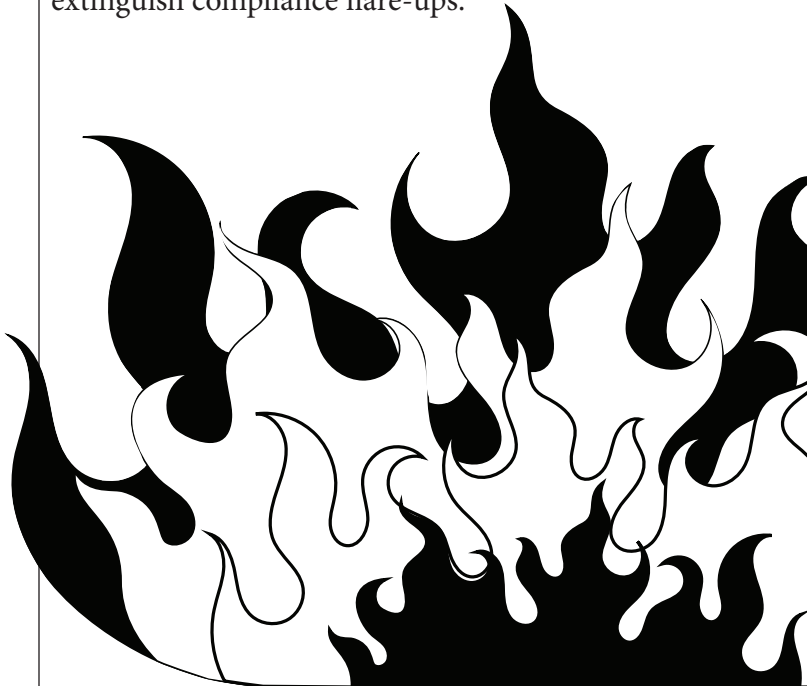
Don't fight the fire alone. Call for assistance. The League's attorneys can give you critical information. Phone The League and talk with a Legal Affairs attorney.

[*Note: Do not actually call 911!]

3

Grab an extinguisher.

Trained Compliance Specialists can be onsite fast to extinguish compliance flare-ups.



HOW TO SIGNAL FOR COMPLIANCE HELP

1 **Contact The League's Compliance Hotline.**

For any compliance or legal information, call our compliance hotline: (800) 242-0833 (option 1) or email us at compliance@theleague.coop. League attorneys will help as quickly as possible.

2 **Join the Compliance Specialist Partner Program.**

For dependable, ongoing help, one of our qualified Compliance Specialists can work with you each month to tackle whatever compliance projects are keeping you awake at night. Call Paul Guttormsson at (608) 640-4052 to talk about it or email pguttormsson@theleague.coop.

3 **Hire a Compliance Specialist for an ala carte project.**

A specialist can step in as needed to tackle particular compliance jobs, like a BSA/OFAC independent test, an ACH audit, a training session or a SAFE Act review. Visit TheLeague.coop/CULifesavers for more information.





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