



Credit Union Privacy Compliance Training Sample

Issues

Member Misconceptions.

A member wants to prevent the sharing of his personal data in order to keep his credit report as empty as possible. What do you tell this member after he tells you his reason for the request?

Sample
Game
Cards

(smaller
than the
Actual
3 1/8" by
2 1/4" size)

Educating Your Members.

A customer marks a check off box expressing his desire to opt out of disclosing any personal information to anyone not working directly for the credit union. He asks how long this notice will stay in effect. What is your answer?

Internal Misconceptions.

Which law takes precedence?
1) Title V of Gramm-Leach-Bliley.
2) The Fair Credit Reporting Act.

Standard Operating Procedures.

A credit counseling agency director wants to discuss a member's credit. What must you have in order to discuss this matter with this person?

Common Applications.

An insurance investigator is requesting some member account information. She explains that she knows the member deposited a check for an auto accident claim, but she wants to know if the member has made any deposits from any other insurance companies in the past six months. How do you handle this request?

Post-Notice Member Service.

A member with a shares and checking account chose to opt out a few weeks ago. He is complaining that he has received a few marketing calls since he opened his new credit card account with us. He wants to know why our credit union did not honor his opt out request. What is your response?

Issues That May Change.

A merchant has called to inquire about the availability of funds for one of our members. Our records have a notation indicating the member has opted out of information sharing. What do you tell this merchant?

Federal Privacy Act Issues.

You have received an official request from the Drug Enforcement Agency for a complete deposit history for an individual that maintains his accounts at your branch. He has filed a challenge to this request. What do you need before releasing this information to the D.E.A?