



KAY IVEY  
GOVERNOR

**STATE OF ALABAMA**  
**ALABAMA CREDIT UNION ADMINISTRATION**

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H. GREG McCLELLAN  
ADMINISTRATOR

**ALABAMA CREDIT UNION ADMINISTRATION**

Regarding the ongoing developments related to the coronavirus (COVID-19) situation, we want to make you aware of what steps the Alabama Credit Union Administration is taking to keep our staff and our state-chartered credit unions as safe as possible.

As of March 25, 2020:

- The offices of the ACUA remain open, but office staff are teleworking from home. Examinations staff, based around the State of Alabama, are teleworking from home as well.
- You may reach the staff of the Credit Union Administration via their state email or by leaving them a voicemail message on their state office line or state issued cell phones. All staff will be responding to email, voicemail and text messages throughout the day every business day during this telework period. Relevant contact information is available on the agency's website at [www.acua.alabama.gov](http://www.acua.alabama.gov).
- Examinations staff are conducting streamlined, remote examinations using electronic means, including use of a federal portal site, phone and secure, encrypted email correspondence in lieu of traditional on-site examinations during this time.
- Office staff are continuing to process complaints that may be levied by a member of a state-chartered credit union; processing leave requests, updating eStart, and handling routine accounts payable and general mail processing and related correspondence at least weekly. Requests for supplemental information may be submitted via email on a flow basis as necessary.
- Agency staff will continue to work using phone, email, and other forms of telecommunications technology to complete their work in a virtual environment. We are limiting in-person contacts with credit union management and officials and using technology referenced above on a case by case basis and will take the necessary actions to complete all work assignments and general office duties as appropriate.
- We are sensitive to the challenges that the crisis has created for our regulated state-chartered credit unions and their employees and officials including all citizens who are members of Alabama state-chartered credit unions.
- Please know that our staff will be responsive and receptive to requests for extensions/

postponements of Annual Meetings of the membership of a state-chartered credit union and other appropriate forms of regulatory relief arising from service and staff disruptions occasioned by COVID-19.

- We have provided our notice to the Alabama Department of Public Health at the direction of Governor Ivey's legal counsel.

- We are following all directives and guidance issued by Governor Ivey and Alabama State Public Health Officials, related to COVID-19, including those related to travel and public gatherings. For this reason, meetings with officials and management staff of state-chartered credit unions is being postponed and staff are abstaining from professional conferences and training programs, which are being canceled or postponed in large part due to social distancing efforts to reduce viral impact.


- For your safety and that of our staff, our office remains closed and we ask you to please refrain from unscheduled walk-in visits to the office. Please work directly with agency staff via telephone, email or text messaging on matters requiring staff attention.

- The situation remains fluid and there may be a point in time when we will take additional steps to protect the health of both our employees and the public.

- Important information on COVID-19 is available at <http://alabamapublichealth.gov> and <https://www.cdc.gov/>. Related regulatory information is available on the agency's website at [www.acua.alabama.gov](http://www.acua.alabama.gov). Additional credit union regulatory information related to COVID-19 for Alabama state-chartered credit unions can be found at <https://www.ncua.gov>.

- Please keep yourself informed and stay safe.

- If you have questions or concerns about this message, please don't hesitate to contact us at the following phone number or email address: 334 353-5770 or [greg.mcclellan@acua.alabama.gov](mailto:greg.mcclellan@acua.alabama.gov).



*For*  
H. Greg McClellan  
Administrator