



State of Washington
DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF CREDIT UNIONS

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July 25, 2014

TO: Chief Executive Officers and Boards of Directors of Washington State Credit Unions

RE: Working with Customers Affected by the Central and Eastern Washington Wildfires

The Washington State Department of Financial Institutions Division of Credit Unions recognizes the severe impact of the recent wildfires in central and eastern Washington. The Division is encouraging credit unions to work cooperatively with customers who have been affected by these devastating events. Credit unions that operate or have customers in the affected area from the wildfires should consider ways to assist those customers who have lost homes or other infrastructure or have been evacuated.

The Division understands that efforts to help these customers in communities under stress can be consistent with safe-and-sound banking practices as well as in the public's best interest. Examiners will not criticize remediation responses that are taken in a manner that is consistent with sound banking practices. Responses to assist affected customers could include:

- Expediting lending decisions when possible;
- Waiving late payment fees or penalties on loan accounts; and
- Working with borrowers to restructure debt obligations.

Washington State-chartered credit unions needing assistance in dealing with customers affected by these wildfires should contact the Division of Credit Unions. There is also information available on the Governor's website at <http://governor.wa.gov/news/wildfire/default.aspx>, and on the DFI homepage at <http://dfi.wa.gov/consumers/natural-disasters.htm>. If you have further questions, please contact Division of Credit Unions Director, Linda Jekel at (360) 902-8778 or Program Manager, Doug Lacy-Roberts at (360) 902-8753.

Sincerely,

A handwritten signature in black ink that reads "Linda Jekel".

Linda Jekel
Director of Credit Unions