

On 2/9/2017 6:58 AM, Patricia Briotta wrote:

Dear Ms. Shahan,

Thank you for your letter. We do not collect specific credit union data but our members report very minimal usage, if any, of similar clauses. Credit unions, as not-for-profit, member-owned financial cooperatives, strive to work with their members directly to resolve any issues.

NAFCU and our members believe that consumers should have access to fair and efficient methods of dispute resolution.

Sincerely,

Patty Briotta
Director of Public Relations
National Association of Federally-Insured Credit Unions
NAFCU | Your Direct Connection to Advocacy, Education & Compliance

From: Rosemary Shahan
Sent: Wednesday, February 08, 2017 2:03 PM
To: Patricia Briotta
Subject: NAFCU members - info for media about arbitration - ?

Dear Ms. Briotta:

I'm president of a non-profit organization that is working with a large coalition of groups across the nation who will soon be publicly releasing recommendations for consumers regarding where to obtain banking services. One of the top considerations is whether the banking institution or credit union imposes forced arbitration on its customers and / or workers.

Does NAFCU have a list of which of your credit union members do, or do not, impose forced arbitration? It's my understanding that such clauses are relatively rare among credit unions, but we want to ensure that the information we provide is accurate, complete, and up-to-date.

If NAFCU does not have such a list at this time, may I suggest it would be a good idea to compile such a list and make it readily available, as it will inevitably be something that the media and the general public will want to know, and of course it could benefit your member credit unions, in a competitive banking environment.

Thank you in advance for any information you can share.

Best regards.

Rosemary

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Rosemary Shahan

President

Consumers for Auto Reliability and Safety

<http://www.carconsumers.org>