



Contacting NAFCU's Compliance Team

General Information. As a NAFCU member, your credit union has complete access to NAFCU's Compliance Team. We are here to help. If you have a question, do not hesitate to contact us.

We strive to answer compliance issues within 24 business hours and we often respond much faster.

Contact Information. Below is information to help your credit union contact NAFCU's Compliance Team. Please consider sharing this document with others at your credit union.

Main Compliance E-mail Inbox: compliance@nafcu.org

NAFCU has a joint inbox that is monitored by NAFCU's Compliance Team. This joint inbox is usually the best contact point as it is monitored by available team members.

Individual e-mail addresses:

Steve Van Beek	Director of Regulatory Compliance	svanbeek@nafcu.org
Jihan Bahhur	Regulatory Compliance Counsel	jbahhur@nafcu.org
Bernadette Clair	Regulatory Compliance Counsel	bclair@nafcu.org
Michael Coleman	Regulatory Compliance Counsel	mcoleman@nafcu.org
Shari Pogach	Regulatory Paralegal	spogach@nafcu.org

Keep in mind that we might be researching another compliance issue, away from our desks or on the phone with another member. We may also be drafting a blog post or article for the next *Compliance Monitor*.

Direct Phone Numbers. NAFCU has direct phone numbers which allows you to contact any member of the Compliance Team directly with your compliance issue.

Steve Van Beek	(703) 842-2266	Jihan Bahhur	(703) 842-2202
Bernadette Clair	(703) 842-2249	Michael Coleman	(703) 842-2244

Toll-Free Phone Number: (877) 623-2887

Press 1 if you know the extension or Press 2 for a listing of the NAFCU Compliance Team.

Steve: Ext. 266	Jihan: Ext. 202	Bernadette: Ext. 249	Michael: Ext. 244
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Voicemails. If you get our voicemail, please leave a **detailed** message. A detailed voicemail helps us find the applicable regulation or guidance before returning your call.

Legal Advice. NAFCU cannot provide legal advice. We cannot approve policies, procedures or advertisements. We can help you find and understand the regulatory requirements.

Out of Office Messages. We strive to update our voicemails and individual emails when we are out of the office. If we are unavailable, please forward your question to compliance@nafcu.org.

SPAM Filters. We almost always respond to emails within 24 business hours. If you haven't heard from us, let us know that you have not seen a response and we will resend our email.