



United Nations Federal Credit Union
William Predmore
President/CEO
24-D1 44th Road
7th floor
Long Island City, NY
11101-4605
347 686 6614 T
347 686 6440 F

bpredmore@unfcu.com
www.unfcu.org

8 December 2014

UNDP Khartoum
Sudan

via email:

Reference: Your email dated 3 December 2014

Dear Ms. Kirollous:

Thank you for your email concerning recent developments that have affected the accounts of UNFCU members in Sudan.

We understand the concerns of our members after necessary account restrictions were imposed, and we regret there was not an opportunity to deliver communications more swiftly to the individuals impacted.

A large recent increase in transactions by our members in Sudan prompted us to undertake a closer study of their account activities. One of our findings was that segregation and restriction of payroll deducted monies for UNDP local staff, as mandated by UNDP as a condition for payroll deduction to UNFCU, was not being applied for some of the staff members. In accordance with UNDP policy, the staff members may withdraw payroll deducted monies only through UNDP channels (to be disbursed to the staff member in local currency). Account closures and redirections were implemented by UNFCU in light of the local staff payroll rules.

In addition, as you may be aware, UNFCU is subject to U.S. regulations (including those promulgated by the Office of Foreign Assts Controls (OFAC)). In order to ensure compliance with these regulations, checking account and debit card services were terminated for local staff.

Please know that check cashing capabilities of UNFCU checks in Sudan has been suspended indefinitely for all staff in Sudan, including both national and professional alike.

We acknowledge that providing prompt notification to all of the affected staff members presented a challenge to us. However, formal notification letters to all affected local staff



Page 2 of 2
8 December 2014

members, informing them of account adjustments and restrictions, were delivered to the United Nations pouch unit on 24 November.

We are sorry to learn that some of your staff have been dissatisfied with responses from our Member Service Representatives. We have been actively reviewing individual member concerns, and are doing our best to accommodate their needs within the confines of current policies.

The intended utility of UNFCU for UNDP local staff is a disciplined savings program through payroll deduction, enabling the staff member to save in hard currency and benefit from deposit insurance offered through the National Credit Union Administration (NCUA). We are pleased to continue to offer this service to our members in Sudan.

Thank you for the opportunity to respond to the concerns you have raised.

Sincerely yours,

A handwritten signature in black ink, appearing to read "W. Predmore", written in a cursive style.

William Predmore
President / CEO