

# CREDIT UNION ADVISORY COUNCIL MEETING

November 16, 2023

Consumer Financial Protection Bureau  
1:00 p.m. – 2:15 p.m. EDT  
Held via WebEx

TIME	AGENDA	LOCATION	SPEAKER
1:00 p.m. – 1:15 p.m.	<b>Welcome</b>	WebEx	<i>Manny Mañón, Staff Director, Advisory Board and Councils, External Affairs Division Director Rohit Chopra Shawn Wolbert, Credit Union Advisory Council, Chair, GHS Federal Credit Union</i>
1:15 p.m. – 1:45 p.m.	<b>Discussion Questions on Economic Conditions</b> <ul style="list-style-type: none"><li>• <b>How are households in your community, region, and Federal Reserve District adjusting to higher interest rates on mortgages and consumer loans?</b></li><li>• <b>When reviewing the Federal Reserve’s Beige Book, how does the assessment of conditions in your Federal Reserve District compare to your own view?</b></li><li>• <b>What is your reaction to the recent increases in outstanding credit card debt? What do you see as the drivers for increasing credit card</b></li></ul>	WebEx	<i>Director Rohit Chopra Shawn Wolbert, Credit Union Advisory Council, Chair, GHS Federal Credit Union CUAC Members</i>



debt?

- **What risks do you see on the horizon for consumer and households in your community?**
  - **What risks should the CFPB prioritize in 2024?**
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1:45 p.m. –  
2:10 p.m.

**Discussion Questions on Payments**

- **What are some of the factors your institution considers when seeking to implement real-time payment solutions like FedNow and Zelle?**
- **What are your customers’ expectations when it comes to real-time payments?**
- **What is your institutions’ experience with customers who use nonbank payment providers like Venmo and CashApp?**
- **For those who are implementing FedNow, are you planning to be “send and receive” or “receive only”?**
- **What are the challenges you and your customers are facing when it comes to real-time payment solutions?**

*Director Rohit Chopra  
Shawn Wolbert, Credit Union  
Advisory Council, Chair, GHS  
Federal Credit Union  
CUAC Members*

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2:10 p.m. –  
2:15 p.m.

**Meeting Adjourns**

WebEx

*Director Rohit Chopra  
Manny Mañón, Staff Director,  
Advisory Board and Councils,  
External Affairs Division*

