

Questions

General Website Management

- 1) Is there a board approved written Website Operating Policy that contains the following:
 - a. A general mission statement?
 - b. A statement on the type of information which is permissible on the site?
 - c. Is there a list of approved internet links for the website?
 - d. Is there a written contract in place with the vendor providing the linked website?
 - e. Does the credit union receive compensation from a third party as the result of a weblink to the third-party's website?
 - f. Website monitoring requirements and assigned employee to be responsible for monitoring the site?
 - g. Website change procedures and required documentation to retain for approved changes?
- 2) Has a compliance review of the website been completed by the internal compliance officer or a reputable third-party compliance expert?
- 3) Who is your website's host?
- 4) Has vendor due diligence been completed on the website's host?
- 5) When do the current registrations expire?
- 6) How are the domain name registrations monitored to ensure they are renewed timely?

Website Hosted Externally

- 7) Please list the domain name(s) used by the credit union.
- 8) Has vendor due diligence been completed on the website's host?

Website Design and Control

- 9) Who has the ability to make changes to the website?
- 10) How are changes to the website made?
- 11) Does the CU have the ability to make design and content changes to the website?
- 12) Are website changes approved by the IT committee and is documentation retained showing approved changes?
- 13) Do independent CU personnel verify the changes after they are made and retain documentation of the review?
- 14) Are external links required to be approved prior to linking to the site?
- 15) How often are external links reviewed to ensure they are working properly?

Website Applications

- 16) Does the credit union accept applications via the website?
- 17) Are there written security procedures for accepting membership applications electronically?
- 18) Is security for applications provided by a third party?

- 19) Has responsibility been assigned to credit union personnel for reviewing and acting on the applications?
- 20) Has the response time for reviewing and responding to the applications been tested by management?
- 21) Are new accounts allowed to be opened and funded online?
- 22) Are the Credit Unions NMLS #s listed on the website? (Not a requirement but best practice)

Transactions

- 23) Can members enroll in online e banking through the credit union's website?
- 24) Can members sign-up for online statements through the website?
- 25) When a change is made by the member, such as adding a Payee for bill payment or changing an address, is an email sent to the member notifying them that a change was made?

Third Party Links

- 26) Please provide a list of approved website links.
- 27) Does the website have the disclosure popup when a member visits a third-party website?