



Welcome to Issue 16 of Credit Union News. In this edition we focus on priorities for 2022 and beyond.

Issue 16  
March 2022

### Looking ahead to 2022 and beyond

As we approach the end of the first quarter of 2022, I would like to take the opportunity to highlight some key areas of focus for 2022 and beyond. In November 2021 the Central Bank published our multi-year strategic plan. It is aimed at ensuring we can continue to meet the challenges we face in an ever changing world, while delivering on our important public service mission.

[Further information](#) on the plan can be found on our website, including on our connected strategic themes: Future-Focused; Open & Engaged; Transforming; and Safeguarding. These themes inform our focus in the Registry and underpin our 2022 priorities which include a focus on financial and operational resilience.

Two years since the onset of the COVID-19 pandemic things feel a little more positive domestically. However, international developments remind us of the importance of being prepared to deal with new and emerging risks. As highlighted in the Financial Conditions publication issued in December last, the environment for credit unions remains challenging – further information on this publication is set out on page 2.

Building the necessary financial and operational resilience remains critical to safeguard your members, and to deliver sustainability. Risk management is a continuously evolving process designed to enable you to effectively address your risks. It is a fundamental capability and a key business enabler.

### Risk Management Thematic

Strengthening core foundations, including risk management, remains a key focus of our supervisory strategy. Our 2021 supervisory engagement included a thematic review of risk management, to assess its overall embeddedness in credit unions. We published a thematic report in November which sets out areas of improvement, examples of good practice and key recommendations. I would urge all credit union volunteers and staff to familiarise themselves with the report's findings to ensure that a strong risk management culture is embedded in all areas of the credit union to support effective identification, consideration and mitigation of risks. Further information on [Thematic Review of Risk Management Maturity in Credit Unions](#) is set out on page 3.

### Regulatory Developments

In January we published CP148, a Consultation on Credit Union Exempt Services. While we are primarily consulting on proposed technical changes to the exempt services set out in the Credit Union Regulations, we are also proposing some additional changes to conditions for the provision of exempt services and the broadening of intermediation services prescribed as 'exempt services'. Further information on CP148 is set out on page 4.

The Central Bank has also published a consultation on the application of Minimum Competency requirements to credit union core services (CP147). The Central Bank is proposing to extend minimum competency requirements to core credit union activities that fall into the Minimum Competency Code 2017 and the Minimum Competency Regulations 2017, such as lending and deposits, with the aim of ensuring that consumers have the same level of protection no matter where they source their financial services. Further information on CP147 is set out on page 6.



Patrick Casey  
Registrar of Credit Unions

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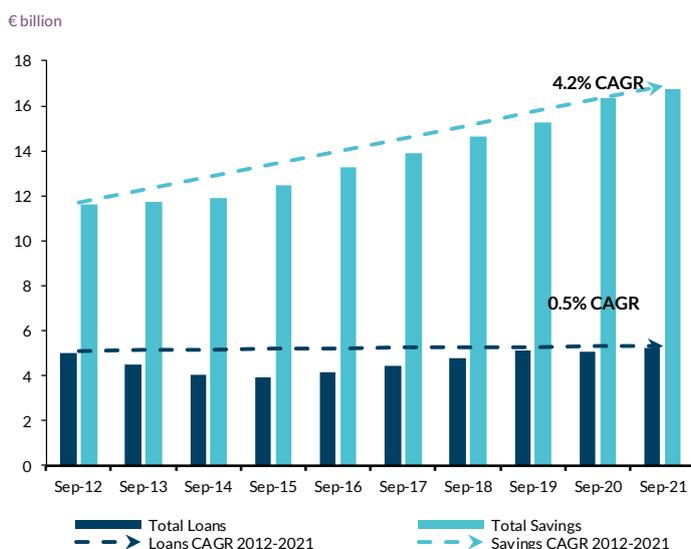
## Financial Conditions of Credit Unions

The [eighth Edition of our Statistical Information release ‘Financial Conditions of Credit Unions’](#) was published on 14 December 2021. This report provides an update on the financial performance and position of credit unions, to inform credit unions and provide input for boards as they undertake their own strategic analysis and decision making.

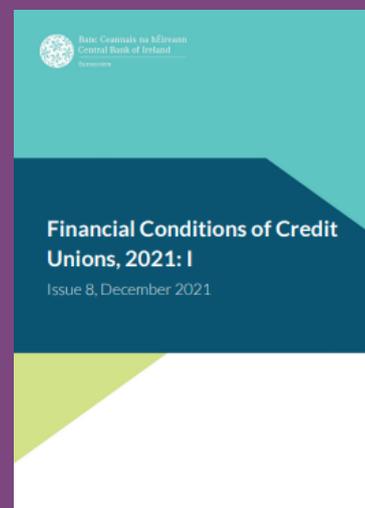
While 2021 was another challenging year, credit unions pro-actively managed the operational challenges arising from COVID-19. Analysis of the data set out in the report shows some positive trends in reported sector data for the year to 30 September 2021, reflecting the reversal of some adverse COVID-19 effects during the period. However, uncertainty remains and more medium term vulnerabilities have been building up, stemming from developments in global financial markets, higher levels of indebtedness internationally, and growing price pressures and capacity constraints in some sectors. There are also broader structural risks and challenges for credit unions, including those stemming from ongoing changes in financial services as well as climate change.

Overall, notwithstanding some positive trends in the data, fundamental and pervasive sustainability challenges remain for the sector. The underlying trends highlighted in this report and in previous editions, remain. Credit union boards and management need to focus on addressing their sustainability challenges while ensuring that strong governance and risk management are in place to support and enable them to identify and take advantage of business opportunities on a prudent basis to service their members’ needs.

### Compound Annual Growth Rate of Loans and Savings



CAGR - compound annual growth rate



## Operational and Security Risk Report

In accordance with regulation 118(3) of the European Union (Payment Services) Regulations 2018, credit unions are reminded that they are required to complete an Operational and Security Risk Reporting Template and submit it to the Central Bank via the Online Reporting System (ONR).

The reporting date for the annual assessment for credit unions is 30 September 2021 and the assessment must be submitted to the Central Bank by 31 March 2022.

The template to be used for the reporting of operational and security risks relating to payment services and further information on this return is available in the [PSD2 section](#) of the Central Bank’s website. A “PSD2 – Assessment of Operational and Security Risks ONR User Guidelines Document” is available on ONR.

If credit unions have specific queries regarding this return they should contact their supervisor. Queries regarding online reporting should be sent to [onlinereports@centralbank.ie](mailto:onlinereports@centralbank.ie).



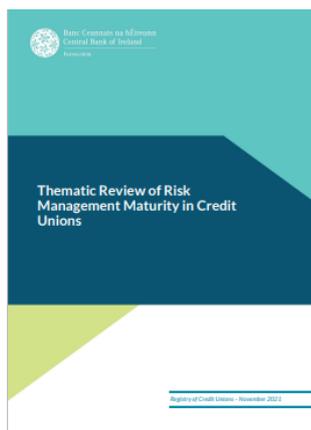
## Thematic Review of Risk Management Maturity in Credit Unions

The Registry has previously expressed concern about the recurring nature of governance and risk management issues identified during our supervisory engagements with credit unions. Greater ownership by boards of risk management is critical to overcome these recurring risk issues. Reflecting this, our 2021 supervisory engagement included a thematic review of credit union risk management, to assess its overall embeddedness. The findings of this thematic review were published in November 2021 - [Thematic Review of Risk Management Maturity in Credit Unions](#).

The report notes that there has been significant progress in the evolution of risk management since the introduction of statutory requirements for credit unions in 2013, with the basic elements of risk management now in place in the majority of credit unions. However, this does not mean that there are effective risk management frameworks in operation in all cases. In particular, some credit unions continue to view the implementation of risk management frameworks as an exercise in ensuring compliance with regulatory requirements, rather than the implementation of a key business support and enabler to underpin sound operations and decision making. While it is encouraging to see examples of good practice identified in a number of areas, weaknesses were also identified during the review. These included weaknesses in Board oversight, stewardship and ownership, the structure and framework around the risk management function, risk reporting, engagement with risk management and training and culture.

Boards and senior management must take steps to ensure that a strong risk management culture is embedded in all areas of the credit union to support effective identification, consideration and mitigation of risks. This is key to ensuring that risk management underpins and supports financial and operational resilience. Good governance and robust risk management are necessary and critical business enablers for credit unions in protecting members' funds, addressing current challenges and leveraging available opportunities.

All credit union board members and managers should review the "Areas of Improvement", the "Examples of Good Practice" and "Key Recommendations" set out in the report and consider how these can support you in embedding a strong risk management culture in your credit union.



## Central Bank Portal

### Portal communications and request changes

Credit unions are requested to regularly check the Portal for communications from the Registry of Credit Unions. Please ensure that Portal Messages and Request Changes permissions are enabled for your credit union's Portal Administrator and relevant Portal users. Please see the [Messaging](#) and [Request Changes](#) help sections on the Central Bank Portal website.

### Credit union Portal contact details

Credit union contact details displayed on the Portal will be used by the Central Bank when corresponding on regulatory matters. In line with the [Central Bank Portal Terms of Use](#), credit unions must ensure that all contact details on the Portal (e.g. primary contact, secondary contact, manager etc.) are accurate and up to date. To add or update a contact, see the [Request Changes](#) help section on the Central Bank Portal website.

### Future Portal services

The introduction of Single Sign-On in mid-2022 will provide all credit union Portal users the ability to access both Portal and Online Reporting (ONR) services via the Portal. Credit unions will also be able to manage access and permissions for returns directly on the Portal. Details of these services and all future services via the Portal will be communicated to the credit union Portal Administrator via Portal Messages. Credit unions must have a [Portal Administrator](#) in place at all times.

### Internet Explorer 11

Due to Microsoft's decision to end support for Internet Explorer 11, this browser cannot be supported for use with the Portal, following the introduction of Single Sign-On service in mid-2022. The Central Bank does not require, or recommend, any particular browser as our web sites and public-facing applications support the current versions of all major browsers.

### Portal support

If you have any questions, please check the help section of the Central Bank Portal website at this [link](#) or contact us on [portalsupport@centralbank.ie](mailto:portalsupport@centralbank.ie)



## Review of Credit Union Exempt Services

On 21 January 2022, the Central Bank published "[Consultation on Credit Union Exempt Services](#)" (Consultation Paper 148).

In reviewing credit union exempt services, our overarching goal is to ensure that the scope and parameters of the prescribed exempt services, and the applicable conditions, are clear, appropriate and reflect the current financial services landscape within which credit unions operate. Through CP148, we are consulting on proposed technical changes to the exempt services requirements set out in the Credit Union Act 1997 (Regulatory Requirements) Regulations 2016 (the 2016 Regulations) and policy changes in respect of two areas, as follows:

- Changes and additions to the conditions for the provision of certain exempt services in order to ensure that the provision of such services by credit unions does not involve undue risk to members' savings, the financial stability of the credit union or the operational capability of the credit union; and
- Prescribing a broader set of intermediation services as "exempt services" as this would provide a level playing field for credit unions by permitting those credit unions authorised by, or registered with, the Central Bank under the relevant legislation to provide these services without "additional services" approval from the Registry of Credit Unions.

The consultation paper seeks views from credit unions and other stakeholders on the proposed changes. **The closing date for receipt of submissions on CP148 is 21 April 2022** - submissions should be sent to [rcuconsultation@centralbank.ie](mailto:rcuconsultation@centralbank.ie) and include the subject heading "Consultation on Credit Union Exempt Services".

The Consultation Paper is available at the following [link](#).

*What are credit union exempt services? Under the Credit Union Act, 1997 (the 1997 Act), credit unions may provide savings services and loans to their members, and "additional services" where approved by the Registry of Credit Unions within the Central Bank under the 1997 Act. In accordance with the 1997 Act, the Central Bank has prescribed a list of exempt services in the 2016 Regulations and, subject to conditions, credit unions may provide these services as "exempt services", i.e. without obtaining an additional services approval from the Registry of Credit Unions.*

## Credit Union Information Seminar – Webinar

### 2021 Information Seminar

On 19th October 2021, the Registry held an Information Seminar for credit unions in order to provide updates on regulatory policy and supervisory developments. Over 300 attendees participated on a virtual basis. Presentation materials and a recording of the event are now available on the Central Bank [website](#).

The presentations were on the following topics:

- [Credit Union Investments](#);
- [Update of the ECB Regulation on payments statistics](#);
- [Regulatory Updates](#);
- [MPCAS](#); and
- [Credit Union Lending](#).

This seminar provided an opportunity for the Registry to engage directly with credit union directors and management; to provide updates on the Central Bank's regulatory and supervisory work; and to hear your views and questions on current issues facilitated through a Q&A session.

Thanks to all who attended this event. We value this engagement with you.



## Operational Resilience

Credit unions have continued to become more reliant on increasingly complex IT systems and outsourcing to third party service providers to deliver services to members. This, combined with expanding branch networks across enlarged credit unions, has increased the operational risk profile of many credit unions. Credit unions need to be continuously vigilant regarding any potential vulnerabilities in their IT systems.

IT and Cybersecurity controls should be an integral part of the overall systems of control framework including in relation to data security and business continuity arrangements. It is the responsibility of credit unions to understand the range of specific IT related risks which they are exposed to and ensure that these are appropriately mitigated.

The European Digital Finance Strategy aims to ensure that participants in the financial system have the necessary safeguards in place to mitigate cyber risks. This package includes proposed regulations on Digital Operational Resilience in the financial services sector (DORA). Irrespective of the application and scope of these requirements, it will be important for credit unions to consider how these regulatory developments can inform effective risk management of IT/cyber risks.

Regulated firms are also expected to have effective governance, risk management and business continuity processes in place in relation to outsourcing, to mitigate potential risks of financial instability and consumer detriment. In December 2021 the Central Bank published [Cross Industry Guidance on Outsourcing](#) to assist regulated firms in developing their associated risk management frameworks.

## Climate Change

The challenges associated with climate change and sustainability have significant implications for us all. Addressing climate change is a strategic priority for the Central Bank. The financial system has to be resilient to the risks climate change poses as well as having an important role to serve the needs of consumers and the wider economy in the transition to a carbon neutral future. This requires action from all participants in the financial sector including credit unions.

The Governor of the Central Bank wrote to all regulated financial service providers, including credit unions, in November 2021 in relation to [“Supervisory Expectations of Regulated Firms Regarding Climate and other ESG Issues”](#). This letter sets out supervisory expectations across five key areas – governance, risk management, scenario analysis, strategy and business model risk and disclosures.



## EU Sanctions Update

As you will be aware, the EU has published details of sanctions in response to the crisis in Ukraine.

The Central Bank of Ireland has a dedicated webpage where supervised entities can access relevant information on these sanctions: <https://www.centralbank.ie/regulation/how-we-regulate/international-financial-sanctions/changes-to-the-russia-ukraine-regulations>.

It is imperative that firms have processes in place to operationalise these sanctions as they pertain to the business. Firms should be monitoring the situation closely given the potential for further sanctions.

Firms are reminded of their obligation to ensure that they have robust controls in place, including policies and processes, to ensure that risks to the business are effectively identified, monitored and mitigated on an ongoing basis.

Firms need to be aware of the significantly increased cyber threat landscape resulting from Russia's invasion into Ukraine. Firms need to be on heightened alert for cyber-attack and have measures in place to detect, defend and recover as needed, to both protect and ensure continuity of their operations.

Firms should assess their exposure to cyber risks, including indirect exposures via third parties, and keep a watching brief for advisories from the National Cyber Security Centre. In particular, firms should review the below advisory which provides recommendations on actions firms should be already taking. [https://www.ncsc.gov.ie/pdfs/TLP\\_WHITE\\_Highened\\_Threats\\_Feb22.pdf](https://www.ncsc.gov.ie/pdfs/TLP_WHITE_Highened_Threats_Feb22.pdf)





## Consultation on Application of Minimum Competency Requirements to Credit Union Core Services - CP147

The Central Bank of Ireland commenced [a public consultation](#) on the application of the Minimum Competency Code 2017 and the Minimum Competency Regulations 2017 to credit union core services in January.

The minimum competency standards were first introduced by the Central Bank on 1 January 2007 and established minimum professional standards for staff of financial service providers with particular emphasis on staff dealing with consumers in relation to retail financial products.

Currently the standards only apply to credit unions when acting as retail intermediaries, providing mortgage credit agreements in line with the knowledge and competence requirements of the European Union (Consumer Mortgage Credit Agreements) Regulations 2016, and devising or creating mortgage credit products.

The Central Bank is now proposing to extend the minimum competency requirements to other credit union activities, such as lending and deposits. Credit unions need to embrace the process of innovative business model change and it is important that their business models continue to be aligned with competence and capability. Our aim is to ensure that consumers have the same level of protection no matter where they source their financial services.

We acknowledge the work the credit union sector has done to elevate standards and to increase knowledge in the sector through training and ongoing continuing professional development. Around two-thirds of credit union staff already hold relevant qualifications concerning savings and loans. These are positive actions that the Central Bank wishes to recognise, support and encourage through this proposal.

**The consultation is open until 19 April 2022** and responses can be submitted to: [consumerprotectionpolicy@centralbank.ie](mailto:consumerprotectionpolicy@centralbank.ie)



## Reminder on PSD Fraud and Payment Statistics reporting requirements

The Central Bank reminds credit unions that they are required to submit a return (the PFD return) under the EBA Guidelines on fraud reporting under PSD2 in reference to 2021 H2 by 31 March 2022. This is the last reporting cycle of the PSD2 Fraud return via the existing excel-based PFD Return [reporting template](#) - revisions to fraud data up to 2021 H2 data should continue to be submitted via the existing PFD return.

Going forward, for the purposes of the EBA Guidelines on fraud reporting under PSD2 and the new ECB Regulation ECB/2020/59 amending the ECB Regulation ECB/2013/43, the Central Bank will collect relevant data in reference to 2022 H1 onwards via the new [Paystats return](#) (XML files).

For those credit unions that are full reporters, please note that the PSQ (Payments Statistics Quarterly return) is due in by 31 March 2022 in reference to 2022 Q1. The credit unions that are currently derogated institutions with reduced reporting requirements must report H1 2022 data by 31 August 2022. Reporting by derogated institutions will be every six months thereafter e.g. for reporting period H2 2022, the PSR (Payments Statistics Reduced return) will be due in by 28 February 2023.

Further information is available on the Central Bank's website including the Central Bank's [Frequently asked Questions](#) document on Payments Statistics new ECB Regulation ECB/2020/59 amending the ECB Regulation ECB/2013/43 and the ECB's [Frequently Asked Questions](#) document on the same topic. Further questions on this topic should be [@centralbank.ie](mailto:@centralbank.ie)



## Fitness and Probity - Applications for Pre-Approval to PCF Role

In order to avoid delays in processing PCF pre-approval applications, credit unions should ensure that all relevant sections of the Individual Questionnaire (IQ) have been fully completed prior to submission, including:

- All relevant experience (Section 3); and
- Sufficient rationale provided in the Proposer Declaration (Section 12.6).

Note that the Proposer Declaration may be used to provide further information that is relevant to the specific IQ, for example:

- To provide confirmation that there are no concerns regarding the applicant's time commitments for the PCF role being applied for; and
- To note (if relevant) that the proposer of the IQ is currently carrying out their own function under a temporary PCF arrangement.

If you need to contact the Central Bank in relation to a specific IQ, please quote the IQ Reference to help ensure a timely response.

### PCF Effective Start Dates

Credit unions are reminded that they are required to confirm the **effective start date** or that the applicant was **approved not elected** for all approved PCF roles via our Online Reporting System (ONR). Failure to provide this confirmation results in incorrect records being held on Central Bank systems. This may impact the Central Bank's ability to carry out our supervisory functions and may cause issues when submitting the credit union Annual Return. Guidance for updating effective start dates via ONR is available on our website [here](#).

### Change to RTD Division Name

Please note that the Regulatory Transactions Division (RTD) in the Central Bank has recently changed its name to the Regulatory & Business Services Division (RBSD).

Also note that the old support number 1890 252 080 has been replaced with the following existing phone numbers:

- ONR queries – 01 224 4545
- Fitness and Probity queries – 01 224 5333

References to the old 1890 number will be removed from credit union and credit union auditor returns guidance documents which are available to download within ONR.





## Review of Payment Services Directive 2

Under the review clause in Article 108 of PSD2 (Directive (EU) 2015/2366), the European Commission (the Commission) is required to report on the application and impact of the Directive to the co-legislator (the European Parliament and the Council), the European Central Bank and the European Economic and Social Committee. The Commission is to accompany the report with a legislative proposal, if appropriate.

The retail payments strategy for the EU of 24 September 2020 announced a review of PSD2.

As part of the review process, on 20 October 2021 the Commission requested advice from the European Banking Authority (EBA) on a number of specific topics related to the application and impact of PSD2. The objective of this request is to gather evidence on the application and impact of PSD2. This includes any benefits and challenges that may have arisen with regard to areas specified in the request. Moreover, the EBA has been invited, based on its experience and mandate, to identify areas where amendments to the PSD2 might be appropriate.

The EBA has been requested to deliver its report to the Commission by 30 June 2022.

The retail payments strategy for the EU aims to further develop the European payments market so Europe can benefit fully from innovation and the opportunities that come with digitalisation. The strategy focuses on: creating the conditions to make the development of instant payments and EU-wide payment solutions possible; consumer protection and ensuring payment solutions are safe; and lessening Europe's dependency on big global players in this area.

For more information see:

[Call for advice to the EBA regarding the review of PSD2](#)

[Text of the retail payment strategy](#)

[Factsheet: The retail payments strategy](#)

[Eurosystem work on instant payments, including recent recommendations to payment service providers.](#)





## Mortgage Measures Framework Review

The Central Bank of Ireland [mortgage measures](#) were first introduced in 2015. The aim of the measures is to strengthen the resilience of both borrowers and lenders by setting down limits on the loan-to-value (LTV) and loan-to-income (LTI) that applies to new mortgage lending. An LTI limit of 3.5 times gross income applies to both first-time-buyers (FTBs) and second-and-subsequent-buyers (SSBs). The LTV limit differs by borrower type, at 90% for FTBs, 80% for SSBs and 70% for buy-to-let investors (BTL). A share of lending, known as allowances, can exceed these limits. Allowances are an important feature of the mortgage measures, as they allow flexibility for some lending to exceed the LTV and LTI limits, subject to lenders' own lending standards.

The mortgage measures [apply](#) to all regulated financial services providers. Credit Unions who advance housing loans are therefore required to comply with the mortgage measures. The mortgage measures are reviewed on an annual basis. The [2021 review](#) introduced changes to the operation of the measures. First, a 'carry-over' system for allowance lending was introduced, which facilitates lenders in carrying over any unused allowance lending in a given year for use in the first half of the following year, on the provision that those loans were approved in the previous year. Second, Regulation 3.2 of the mortgage measures regulations was amended to remove restrictions on lenders participating in the 'First Home' shared equity scheme.

The Central Bank is currently undertaking a comprehensive [review of the mortgage measures framework](#) to ensure that the measures continue to remain fit for purpose, in light of changes to our financial system and economy since they were introduced. A key element of this process is engagement with relevant stakeholders and the public. In December, the Central Bank launched [a public consultation](#) on the framework for the mortgage measures. The consultation closed in mid-March 2022. This consultation paper marked the second step in the public engagement component of the framework review, following an online survey and a series of listening events conducted last June and July. The consultation invited interested stakeholders to provide feedback on a range of specific questions relating to the mortgage measures framework. The consultation paper focused on topics such as the choice of income-based instrument (for example use of a debt-based instrument such as debt-to-income (DTI)), the role of allowances, the frequency at which the measures should be reviewed and the objectives of the measures.

Feedback from the consultation process, along with additional research and analysis, will be used to inform the final conclusions of the design of the mortgage measures framework. The implications for calibration and implementation of the mortgage measures will then be considered. The framework review is due to conclude in the second half of 2022.

### See also:

[Press Release – Central Bank commences public consultation in next step of mortgage measures framework review Mortgage Measures 2021](#)

[Explainer – What are the Mortgage Measures?](#)

[Opening Remarks by Governor Gabriel Makhlouf to the Central Bank Listens event for the Mortgage Measures Framework Review](#)

### Mortgage Measures Framework Review – Timeframe

What's happening and when...





## Central Credit Register

You will be aware from CIP Circular 03/22, issued on 1 February 2022 that the proposed change to reporting of groups of individuals is not going ahead. Accordingly, you may continue to submit information as provided for in current guidance for groups of individuals either by:

- reporting all individuals that are party to a qualifying credit agreement as co-borrowers **or**
- reporting at entity level where groups of individuals are reported as a single entity (e.g. partnership, club or association).

While the Central Bank is working on improving response times to enquiries to our CIP Support, there are some steps you can take such as:

**Multi match errors** are returned where the CCR has identified similar, but not matched, records on the database. Therefore before performing an enquiry you should satisfy yourself that the personal information (subject data), such as correct spelling of names is verified against ID documents before performing an enquiry. Subject data submitted as part of an enquiry is used by the CCR to match records, and this is why subject data (such as name spelling, date of birth) must be perfect. Resolution of multi match errors requires the intervention of CIP Support.

If you get the error message **Provider CIS No. Already Assigned to Another CIS** then first review the subject data you have submitted to perform the enquiry. Compare the subject data submitted when performing the enquiry with the subject data you may have already submitted for that customer's existing loan. This will help you identify the mismatch.

A **CIS Not Accessible** message arises where a CIP has performed an enquiry, **inserted** a subject into the database and then realises an error has been made in the subject data resulting in the CIP cancelling the credit application. Where this error arises CIPs should wait until the following day to run the enquiry again. Do not open a ticket for support as the orphan subject will be automatically removed overnight. If the error persists into the second day, the CIP should open a ticket.

With a view to streamlining the process by which you contact CIP Support, new forms are available in the Lender Area of the CCR Website in the CCR Handbook section at <https://www.centralcreditregister.ie/lender-area/>. Further information on the purpose for each form, as well as instructions on how to complete them can be found on the 'Cover' tab of each individual form. Forms should be returned to the email address indicated on the forms themselves. If you have not returned your Contact Details Form, please do so immediately to [CIPONBOARDING@CENTRALCREDITREGISTER.ie](mailto:CIPONBOARDING@CENTRALCREDITREGISTER.ie) as you may be unable to contact CIP Support or receive regular CIP Circulars.

A new page is available in the Lender Area where you can access all CIP Circulars issued so far this year.

## Central Bank Publications

Credit unions can access Central Bank Economic Publications and the Governor's Blog, which are available on the [Central Bank website](#). These documents may assist credit unions in strategy formulation and compilation of financial projections.

### Publications:

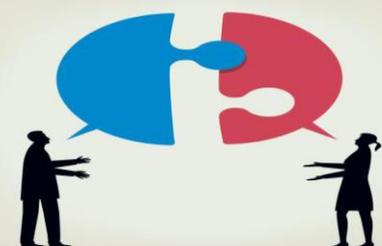
- [Quarterly Bulletin Q1-2022](#)
- [Financial Stability Review 2021 II](#)
- [Consumer Protection Outlook Report](#)

### Governor's Blog:

- [A Letter to Students of Economics 2021](#)
- [European Economic Governance](#)
- [Broadening the Macro prudential Policy Framework Beyond Banks](#)
- [Inflation in the Euro Area and Ireland](#)

### Speeches

- [Remarks by Registrar of Credit Unions, Patrick Casey at CUDA 2022 Annual Conference - 7 March 2022](#)
- [Changing individual behaviour and culture in financial services' - Speech by Director General, Financial Conduct Derville Rowland - 9 March 2022](#)
- [The role of financial regulation in building resilience, anticipating risk, and protecting citizens - in steady times and through shocks" - Speech by Director General, Financial Conduct, Derville Rowland - 11 March 2022](#)





## Contact Us

Central Bank Query	Central Bank Division	Central Bank Contact
<b>Registry of Credit Unions</b>		
General day to day supervisory queries	Registry of Credit Unions (RCU)	Credit union supervisor / <a href="mailto:rcu@centralbank.ie">rcu@centralbank.ie</a>
<b>Queries for other Central Bank Divisions</b>		<a href="#">Website</a>
<b>Anti-Money Laundering / Countering Terrorist Financing</b>	Anti-Money Laundering	<a href="mailto:AMLpolicy@centralbank.ie">AMLpolicy@centralbank.ie</a> <a href="mailto:sanctions@centralbank.ie">sanctions@centralbank.ie</a>
<b>Financial Sanctions</b>		
<b>Consumer Protection:</b>	Consumer Protection	<a href="mailto:CPCOperations@centralbank.ie">CPCOperations@centralbank.ie</a> <a href="mailto:riauthorisations@centralbank.ie">riauthorisations@centralbank.ie</a> <a href="mailto:brokers@centralbank.ie">brokers@centralbank.ie</a> <a href="mailto:revocations@centralbank.ie">revocations@centralbank.ie</a> <a href="mailto:postauth@centralbank.ie">postauth@centralbank.ie</a>
Retail Intermediaries – Authorisation queries		
Retail Intermediaries – Supervision queries		
Retail Intermediaries – Revocation queries		
Retail Intermediaries – Post Authorisation queries		
<b>Deposit Guarantee Scheme</b>	Deposit Guarantee Scheme	<a href="mailto:info@depositguarantee.ie">info@depositguarantee.ie</a>
<b>Fitness and Probity: Individual Questionnaire queries</b>	Regulatory & Business Services Division	<a href="mailto:fitnessandprobity@centralbank.ie">fitnessandprobity@centralbank.ie</a>
<b>Funding Levy</b>	Financial Control	<a href="mailto:billing@centralbank.ie">billing@centralbank.ie</a>
<b>Minimum Reserve Requirements:</b>		
Calculation of reserve requirements	Statistics	<a href="mailto:creditunion@centralbank.ie">creditunion@centralbank.ie</a>
Transfer of amounts to / from your account in the Central Bank	Euro-settlements team	<a href="mailto:eurosettlements@centralbank.ie">eurosettlements@centralbank.ie</a> <a href="mailto:modesk@centralbank.ie">modesk@centralbank.ie</a>
Confirming balances and meeting your reserve requirement	Financial Markets	
<b>Online Reporting queries</b>	Regulatory & Business Services Division	<a href="mailto:onlinereturns@centralbank.ie">onlinereturns@centralbank.ie</a>
<b>Recirculation of euro banknotes</b>	Currency Issue	<a href="mailto:CID.monitoring@centralbank.ie">CID.monitoring@centralbank.ie</a>
<b>Reporting Payment Statistics</b>	Payments and Securities Settlements	<a href="mailto:paystats@centralbank.ie">paystats@centralbank.ie</a>