



MISSOURI CREDIT UNION ASSOCIATION

August 6, 2013

Ms. Monica Jackson
Administrative Specialist, Office of the Executive Secretary
Bureau of Consumer Financial Protection
1700 G Street NW
Washington, DC 20552
www.regulations.gov

RE: Don Cohenour - Docket No: CFPB-2013-0016
Comments on CFPB's Request for OMB Approval – Telephone Survey Exploring Consumer Awareness and Perceptions Regarding Dispute Resolution Provisions in Credit Card Agreements

Dear Ms. Jackson:

On behalf of the 1.3 million credit union members, the Missouri Credit Union Association (MCUA) appreciates the opportunity to comment regarding the Consumer Financial Protection Bureau's (CFPB's) request for approval by the Office of Management and Budget (OMB) for a telephone survey on consumer awareness and perceptions of dispute resolution provisions in credit card agreements.

The CFPB is requesting approval from the OMB to conduct a telephone survey of 1,000 consumers regarding dispute resolution provisions in credit card agreements. This survey is in conjunction with the CFPB's study of pre-dispute arbitration agreements, as required by section 1028(a) of the Dodd-Frank Act. MCUA recommends that the CFPB seek to determine consumers' understanding of dispute resolution, particularly arbitration, while at the same time requesting that the CFPB be cognizant of the tremendous regulatory burdens that credit unions are already facing.

Regardless of the exact content of the CFPB's survey and overall data gathering plan, we strongly urge the agency be mindful of the ever-increasing regulatory compliance challenges credit unions are dealing with.

As always, we appreciate the opportunity to respond to this comment call. We will be happy to respond to any questions regarding these comments.

Sincerely,

Don Cohenour
President

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2055 Craigshire Drive • St. Louis, Missouri 63146-4009 • T: 314-542-0555 • F: 314-542-1387
6220 Blue Ridge Cut-Off, Suite 300 • Kansas City, Missouri 64133-3730 • T: 816-313-0005 • F: 816-313-0011
1-800-392-3074 • www.mcua.org