

# UP Arkansas Federal Credit Union Language Assistance Program

Review Date: 5/16/2024  
Revised Date: 5/16/2024  
Board Approved Date: 5/21/2024

## POLICY STATEMENT:

UP Arkansas Federal Credit Union (UPFCU) Language Assistance Program is intended to assist in providing adequate language assistance services to our members with limited English proficiency, ensuring they have equal access to our financial services and information.

## Program Guidelines:

1. Services
  - a. Interpretation Services
    - i. Engage and maintain a relationship with a professional interpretation service for telephone assistance.
    - ii. Ensure services will be available during normal business hours.
    - iii. Utilize online based interpreter services when requested by member or potential member.
    - iv. Train staff on use of online translation tools and resources that will allow them to assist a member quickly and efficiently. Train staff on how to offer and use the translation services that the credit union will engage.
  - b. Document Translation
    - i. Upon request, and within reasonable time constraints, we will translate essential documents and forms into languages that are most spoken by members of our credit union. UPFCU will decide how to allocate its resources for translation based on relevance for members, time and cost restraints.
    - ii. Engage a reputable language translation service for the translation services.
    - iii. Maintain a database of any translated materials, such as forms, brochures, and key documents once the translation process is completed.
2. Communication and Outreach
  - a. Promote the availability of language assistance to members through the credit union's website, in newsletters, and on branch signage.
3. Compliance
  - a. Ensure the Language Assistance Program (LAP) complies with all applicable federal and state laws, including Title VI of the Civil Rights Act and all other relevant regulations.
4. Evaluation

- a. UPFCU will regularly (at least annually) evaluate the effectiveness of its LAP and make improvements as needed or as recommended by its Board of Directors. As the needs of our membership expand, the scope and range of the LAP should expand with it.
- 5. Record Keeping
  - a. Maintain records of the language assistance services provided, including the language used, date and the purpose of the assistance.