

## NCUA CONSUMER ASSISTANCE CENTER

National Credit Union Administration  
Consumer Assistance Center  
1775 Duke St., Alexandria, VA 22314-3418  
Fax: 703-518-6682  
Consumer Website: [www.MyCreditUnion.gov](http://www.MyCreditUnion.gov)

Questions? Call us at 800-755-1030

### How We Can Help - Inquiries

NCUA's Consumer Assistance Center provides consumers with information about federal financial consumer protection and share insurance matters, as well as assists consumers in resolving disputes with credit unions. NCUA's consumer protection website, **MyCreditUnion.gov**, hosts the online Consumer Assistance Center. MyCreditUnion.gov and the online Consumer Assistance Center provide helpful consumer resources, including the CU Locator, Pocket Cents, the FAQ Knowledge Base, NCUA Fraud Prevention Center, and brochures and publications for consumers.

Additionally, you may speak to a consumer assistance representative about your questions or concerns by contacting the **NCUA Consumer Assistance Center at 800-755-1030, Monday-Friday 8 AM to 5 PM ET**. However, in order for us to review a specific question, we must receive your inquiry in writing.

### Helpful Consumer Resources

NCUA offers a number of resources to help answer frequently asked questions from consumers.

Visit **MyCreditUnion.gov** to access:

- **CU Locator** – Locate a credit union near you!
- **Pocket Cents** – A site dedicated to financial literacy resources for consumers of all ages, including specific information for youth, teens and tweens, young adults, parents and educators, older adults, and servicemembers.
- **NCUA Consumer Assistance Center** – Access helpful brochures, review FAQs, submit an inquiry about federal financial consumer protection and share insurance matters, or file a complaint about a credit union.
- **NCUA Fraud Prevention Center** – Learn about common frauds and scams targeting consumers.
- **FAQ Knowledge Base** – Over 300 answers to frequently asked questions on consumer protection and share insurance matters.
- **Share Insurance Estimator** – Calculate the amount of your insured funds at a federally insured credit union.
- **Hit the Road** – A free interactive game that helps youth develop smart financial habits.
- **Glossary** – A comprehensive glossary of financial terms with consumer-friendly definitions.
- **NCUA's YouTube Channel** – View NCUA's Consumer Report series to learn more about current financial hot topics.
- **@MyCUgov** – Follow us on NCUA's consumer Twitter feed to stay up to date on consumer protection issues.

If after reviewing these resources, you still have a question, please submit your inquiry online at MyCreditUnion.gov or by using the NCUA **Consumer Inquiry Form** below. The NCUA Consumer Inquiry Form is for non-complaint inquiries only.

If you have a complaint and cannot resolve the issue with your credit union, you can file a complaint with NCUA by completing the NCUA **Consumer Assistance Form**.

### Privacy

The information collected is solicited to provide NCUA with data that is necessary and useful in reviewing requests received from individuals regarding their interactions with federal and federally insured credit unions. You are not required to give us this information. However, without such information, our ability to complete a review or to provide requested assistance may be hindered. It is intended that the information you provide to us will be used within NCUA and provided to the credit union that is the subject of your complaint or inquiry. As required by law, we may make additional disclosures of such information.

### Paperwork Reduction Act Statement

The estimated average public reporting burden associated with this information collection is 5 minutes per response. Comments concerning the accuracy of this burden estimate and or any other aspect of this information collection, including suggestions for reducing this burden should be address to the National Credit Union Administration, ATTN: PRA Clearance Officer, 1775 Duke Street, Alexandria, Virginia 22314. An agency may not conduct or sponsor, and a person is not required to respond to, an information collection unless it displays a valid OMB control number.

- DO NOT SUBMIT THIS PAGE WITH YOUR INQUIRY -

