

My
CREDIT
UNION
.GOV

FIND AN ANSWER ESPAÑOL CU LOCATOR VIDEOS NCUA.GOV

↑

Learn About
CREDIT UNIONS

PROTECT
your FINANCES

FINANCIAL TOOLS
and RESOURCES

CONSUMER
ASSISTANCE Center

Submit an Inquiry

OMB No. 3133-XXXX

Information

Required Fields

First Name <input style="width: 90%;" type="text"/>	Last Name <input style="width: 90%;" type="text"/>
Email <input style="width: 90%;" type="text"/>	Phone <input style="width: 90%;" type="text"/>
Street <input style="width: 90%;" type="text"/>	City <input style="width: 90%;" type="text"/>
State <input style="width: 90%;" type="text" value="--None--"/>	Zip Code <input style="width: 90%;" type="text"/>
Subject <input style="width: 90%;" type="text"/>	Description <input style="width: 90%; height: 40px;" type="text"/>

NCUA's Authority
 Please note, NCUA does not have the authority to resolve every type of problem that may arise with a credit union. We are unable to resolve contract disputes or undocumented factual disputes between a consumer and a credit union. In these cases, we suggest that you contact an attorney. We cannot investigate matters that are the subject of a pending lawsuit or offer legal assistance. NCUA cannot represent consumers in settling claims or recovering damages. NCUA does not own, operate, or control credit unions, nor do we establish their operating policies and procedures. We cannot dictate the range of services they offer and are unable to resolve complaints about customer service or disagreements over specific credit union policies and procedures not addressed by federal law or regulation.

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.