



Submit a Complaint Case

OMB No. 3133-XXXX

Do you want to update existing case

Existing Case

Email

Case Number

Additional Comments

Attachments

For your protection, DO NOT INCLUDE PERSONAL SENSITIVE INFORMATION SUCH AS YOUR SOCIAL SECURITY NUMBER.

How many files do you want to upload?

Attach Files

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 10 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.

Submit a Complaint Case

Do you want to update existing case

Have you tried to resolve your complaint with the credit union?

Information

Required Fields

Salutation

First Name

Last Name

Email

Phone Number

Fax

Street

City

State

ZipCode

Subject

Description

Credit Union

Desired Resolution

Disputed Amount

When did you contact credit union?

Is this case pending litigation?

Account or Loan Type

Problem

Has the credit union responded?

Preferred Language

Servicemember Information

Is this complaint for a servicemember, or dependent or spouse of a servicemember?

Representative Information

Do you want us to communicate with your attorney or legal representative on your behalf regarding this complaint?

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ConsumerCCList :

The information given is true to the best of my knowledge and belief. I authorize NCUA to send the information submitted to institution identified above. I understand that NCUA cannot act as my lawyer, a court of law or a financial advisor.