

## 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

The 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. The 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, the FAQ Knowledge Base, The 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

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

Visit [MyCreditUnion.gov](http://MyCreditUnion.gov) to access:

- **CU Locator** – Locate a credit union near you!
- **The 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.
- **The 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.
- **The NCUA's YouTube Channel** – View the NCUA's Consumer Report series to learn more about current financial hot topics.
- **@MyCUGov** – Follow us on the 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](http://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 the NCUA by completing the NCUA **Consumer Assistance Form**.

### Privacy

The information collected is solicited to provide the 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 the 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 Notice

This form is authorized by law and is voluntary. Public reporting burden for this information collection is estimated to average 5 minutes per response. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to Paperwork Reduction Act Officer, National Credit Union Administration, 1776 Duke Street, Alexandria, VA 22314; and to the Office of Management and Budget, Paperwork Reduction Project (7100-0181), Washington, DC 20503.

**- DO NOT SUBMIT THIS PAGE WITH YOUR INQUIRY -**



# CONSUMER INQUIRY FORM

Please type or print clearly in ink below. Mail or Fax this form to:

**National Credit Union Administration  
 Consumer Assistance Center  
 1775 Duke St., Alexandria, VA 22314-3418**

**Fax: 703-518-6682**

*\*Required information for processing your complaint*

1. YOUR INFORMATION	
Salutation:    Mr.    Mrs.    Ms.	*Address:
*First Name:	*City:
*Last Name:	
Email:	*State:
*Phone:	*Zip Code:
*Contact Preference:    Mail    Email	*Preferred Language:    English    Spanish

2. *WHAT IS YOUR INQUIRY ABOUT? SELECT ONLY ONE.		
<b>If your inquiry involves more than one issue, you will need to submit a separate inquiry form for each.          Please note, NCUA cannot offer legal or financial advice. Response provided is for informational purposes only.</b>		
Locating a Credit Union NCUA Brochures or Publications Financial Literacy Resources NCUA Share Insurance Coverage Credit Union Governance Credit Union Membership MyCreditUnion.gov Filing a complaint	Savings/Share Account Checking/Share Draft Account Money Market Account Certificate of Deposit/Share Certificate Retirement Account, e.g., IRA, Keogh ATM/Debit Card Car/Auto Loan Student Loan	Home Equity Loan/Line of Credit Mortgage/Home Loan Credit Card Consumer Loan Payday/Title Loan Overdraft Loan Consumer Lease Other _____

3. *INQUIRY INFORMATION
<b>DO NOT INCLUDE personal or confidential information, such as your social security, credit card, or account numbers.</b>
*Please describe the nature of your inquiry: