



# Submit or Update a Complaint

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## Submit a Complaint Case

OMB No. 3133-0200

Do you want to update existing case?

### Existing Complaint Details

Email (required)

Case Number (required)

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?

--None--

Update Case

## 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.

*Last updated on 12/27/18*