

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](http://MyCreditUnion.gov), hosts the online Consumer Assistance Center. MyCreditUnion.gov and the online Consumer Assistance Center provide helpful consumer resources to support consumers in making informed financial decisions.

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, 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 to access:

- **Credit Union Locator** – To find credit unions offering specific services in your geographic area.
- **The NCUA Consumer Assistance Center** – Access helpful brochures, submit an inquiry about federal financial consumer protection and share insurance matters, or file a complaint about a credit union.
- **NCUA Fraud Prevention Resources** – Learn about common frauds and scams targeting consumers.
- **Find an Answer Tool** – Obtain 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 learning tool to help 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 and Tips series to learn more about current financial topics.

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

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 ACT STATEMENT

**AUTHORITY:** 12 U.S.C. §1752a, 12 U.S.C. §1766, 12 U.S.C. §1784(a), and 12 U.S.C. §1789. Disclosure of the requested information is not mandatory.

**PURPOSE:** The information you provide will be used to review and resolve complaints and inquiries involving federal credit unions and, in certain instances, federally insured state-chartered credit unions.

**ROUTINE USE(S):** The information you provide may be shared with the credit union(s) that is the subject of your complaint or inquiry, individuals mentioned in your complaint or identified during an investigation of the complaint or inquiry, other federal agencies, and other federal and nonfederal supervisory or regulatory authorities when appropriate.

**EFFECTS OF NOT PROVIDING INFORMATION:** The information is needed for NCUA to investigate your complaint or inquiry. Without such information, NCUA's ability to complete a review or to provide requested assistance may be hindered.

**SORN:** NCUA-12, Consumer Complaints Against Federal Credit Unions, 83 FR 40572.

**PAPERWORK REDUCTION ACT NOTICE.** This collection of information has been reviewed and approved by OMB under control number 3133-0200. The burden for this information collection is estimated to average 5 minutes per response. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. 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, 1775 Duke Street, Alexandria, VA 22314.

# 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: <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. | *Address:                                                                              |
| *First Name:                                                                                        |                                                                                        |
| *Last Name:                                                                                         | *City:                                                                                 |
| Email:                                                                                              | *State:                                                                                |
| *Phone:                                                                                             | *Zip Code:                                                                             |
| *Contact Preference: <input type="checkbox"/> Mail <input type="checkbox"/> Email                   | *Preferred Language: <input type="checkbox"/> English <input type="checkbox"/> Spanish |

## 2. \*WHAT IS YOUR INQUIRY ABOUT? SELECT ONLY ONE.

**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.**

|                                                         |                                                                   |                                                          |
|---------------------------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Locating a Credit Union        | <input type="checkbox"/> Savings/Share Account                    | <input type="checkbox"/> Home Equity Loan/Line of Credit |
| <input type="checkbox"/> NCUA Brochures or Publications | <input type="checkbox"/> Checking/Share Draft Account             | <input type="checkbox"/> Mortgage/Home Loan              |
| <input type="checkbox"/> Financial Literacy Resources   | <input type="checkbox"/> Money Market Account                     | <input type="checkbox"/> Credit Card                     |
| <input type="checkbox"/> NCUA Share Insurance Coverage  | <input type="checkbox"/> Certificate of Deposit/Share Certificate | <input type="checkbox"/> Consumer Loan                   |
| <input type="checkbox"/> Credit Union Governance        | <input type="checkbox"/> Retirement Account, e.g., IRA, Keogh     | <input type="checkbox"/> Payday/Title Loan               |
| <input type="checkbox"/> Credit Union Membership        | <input type="checkbox"/> ATM/Debit Card                           | <input type="checkbox"/> Overdraft Loan                  |
| <input type="checkbox"/> MyCreditUnion.gov              | <input type="checkbox"/> Car/Auto Loan                            | <input type="checkbox"/> Consumer Lease                  |
| <input type="checkbox"/> Filing a complaint             | <input type="checkbox"/> Student Loan                             | <input type="checkbox"/> Other _____                     |

## 3. \*INQUIRY INFORMATION

**DO NOT INCLUDE personal or confidential information, such as your social security, credit card, or account numbers.**

\*Please describe the nature of your inquiry: