National Credit Union Administration

Free Consumer Resources and Information

My CREDIT UNION .GOV

pocket cents

Office of Consumer Financial Protection and Access
NCUA Consumer Assistance Center
800-755-1030
MyCreditUnion.gov

Follow us @MyCUgov

NCUA

Visit MyCreditUnion.gov to play Hit the Road, NCUA's financial adventure game.

LEARN *about* CREDIT UNIONS

You may be able to join a credit union based on where you live, work, worship, or your membership in an association. Learn how to locate, join, or even start a credit union. Compare credit union and bank interest rates or find out how credit unions are different from banks.

PROTECT *your* FINANCES

Find information that will help safeguard your finances. Become a more informed consumer by learning about financial products, services, and your financial consumer protection rights. Learn more about frauds, scams, and identify theft, as well as how to receive a free credit report.

FINANCIAL TOOLS *and* RESOURCES

Find free consumer resources, including mortgage and consumer loan calculators, college planning resources, games, activities, and lesson plans. Locate answers to a wide variety of frequently asked questions in the **Knowledge Base** or use the **Glossary** to look-up common financial terms.

CREDIT UNIONS *and* YOU

Credit unions exist to serve you, the member-owner. As a member, you have a say in how the credit union operates and vote to elect the credit union's board of directors. Credit unions typically offer higher rates on savings, fewer fees, lower rates on loans, and free financial counseling services.

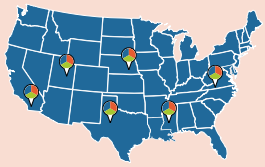
FINANCIAL LITERACY *and* YOU

MyCreditUnion.gov, along with the financial literacy microsite **Pocket Cents**, are online resources dedicated to helping people of all ages learn how to make smarter financial decisions for a stronger, brighter future.

ARE *your* DEPOSITS INSURED?

Federally insured credit unions offer a safe place for you to save your money. Deposits are insured up to $250,000 per individual depositor, per insured credit union, for each account ownership category. Use the online **Share Insurance Estimator** at **MyCreditUnion.gov/estimator** to calculate your share insurance coverage.

LOCATE *a* CREDIT UNION



Use **NCUA's Credit Union Locator** tool found at http://go.usa.gov/9nBH. View a credit union's address, phone number, website, services offered, and driving directions. A free **CU Locator** mobile app is also available for download on iTunes and Google Play.

HELP *with your* CREDIT UNION

In the online **NCUA Consumer Assistance Center** you can locate answers to common questions about federal credit unions and financial issues. You can also submit an inquiry or complaint about a credit union to NCUA at **MyCreditUnion.gov/help**.

National Credit Union Administration
1775 Duke Street, Alexandria, VA 22314
ConsumerAssistance@ncua.gov
MyCreditUnion.gov

NCUA 12811 - October 2016