



Office of Consumer Protection



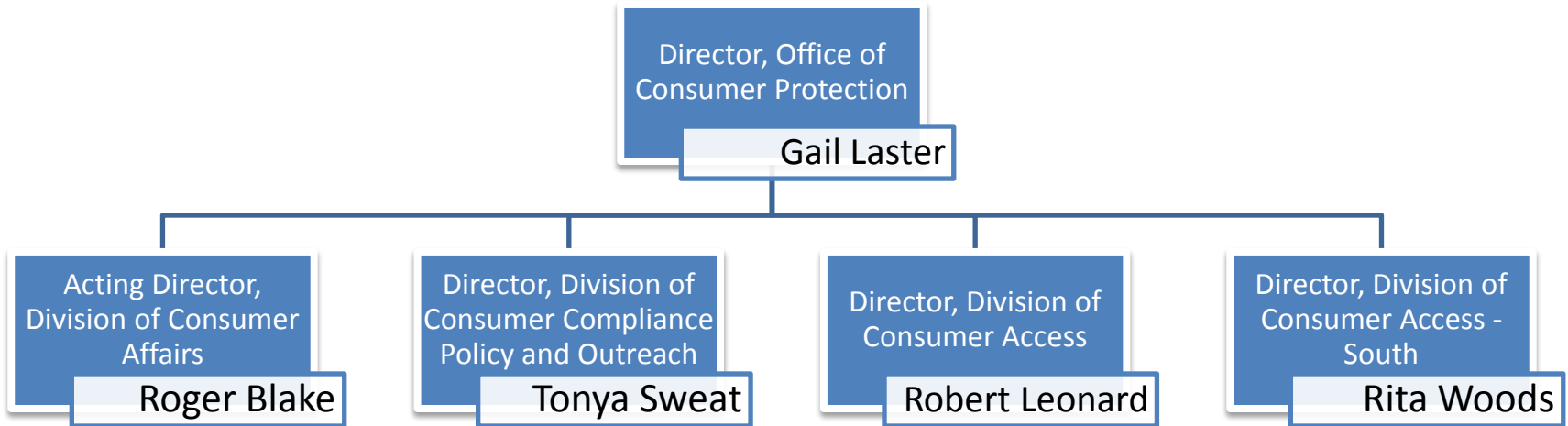
Office of Consumer Protection

Established in 2010, the Office of Consumer Protection (OCP) reflects NCUA's heightened focus on consumer protection. OCP has overall responsibility for consumer protection initiatives, policy development and chartering programs.

OCP includes:

- Division of Consumer Affairs
- Division of Consumer Compliance Policy and Outreach
- Division of Consumer Access
- Division of Consumer Access - South

OCP Organization



Division of Consumer Affairs

- **Responsibilities:**

- Consumer Assistance Center
- Consumer complaints
- Congressional inquiries
- Interagency coordination of consumer protection issues
- MyCreditUnion.gov at www.MyCreditUnion.gov and its microsite PocketCents, at www.mycreditunion.gov/Pages/pocket-cents-home.aspx

Consumer Compliance Policy & Outreach

- **Responsibilities:**

- Consumer compliance policy and rulemaking
- Fair lending examinations
- Financial literacy and outreach
- Interagency coordination of consumer compliance issues
- FFIEC liaison on Consumer Compliance Task Force

Divisions of Consumer Access

- **Responsibilities:**
 - Chartering of federal credit unions
 - Charter conversions
 - Bylaw amendments
 - Field of membership expansions
 - Low-income credit unions designations
 - Share Insurance
- **Regional Responsibility**
 - Division of Consumer Access
 - Regions I, II & V
 - Division of Consumer Access – South
 - Regions III & IV

Contact Us

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Office of Consumer Protection**
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Chartering and FOM
Phone: 703-518-1150
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Consumer Assistance Center
Phone: 800-755-1030
consumerassistance@ncua.gov

**Consumer Compliance and Fair
Lending**
compliance@ncua.gov

Other Resources
www.ncua.gov
www.mycreditunion.gov

