

# A Guide to Consumer Assistance



Credit Union Department  
914 East Anderson Lane  
Austin, Texas 7875-1699  
T: 512-837-9236  
F: 512-832-0278  
Website: [www.cud.texas.gov](http://www.cud.texas.gov)  
Email: [complaints@cud.texas.gov](mailto:complaints@cud.texas.gov)

## **Do you have a complaint regarding a credit union chartered by the State of Texas? The information in this pamphlet may help you.**

From time to time a person may take exception to an action taken by a credit union. If a problem arises, you should try first to resolve it directly by contacting an officer of the credit union. Often times, a complaint is merely the result of a miscommunication or misunderstanding and can be easily resolved.

If for some reason, you are unable to resolve your complaint in this way, you may wish to contact senior management or one of the credit union's board of directors for further assistance. Dealing directly with the credit union is usually the fastest and simplest approach.

Credit unions value their members and, in most situations, will be responsive to your concerns,

## **Can we help?**

The Credit Union Department (CUD) is a governmental agency that regulates credit unions chartered by the State of Texas. If you are unable to resolve your complaint with the credit union directly, you may contact CUD, which is responsible for ensuring that the credit union complies with certain state laws.

## **What should you do?**

In order for CUD to provide assistance, a complaint must be received in writing. A form has been developed by the CUD to assist members in providing the pertinent information. This form can be obtained on our website ([www.cud.texas.gov](http://www.cud.texas.gov)). If you do not have a copy of the form, your correspondence should contain the following information:

- Your name, address, and telephone number, and date the complaint is submitted to CUD;
- The credit union's full name and address.
- Type of account involved in the complaint – share draft, savings, or loan – and account numbers, if applicable;
- Description of the complaint, including specific dates and actions taken by the credit union [copies of pertinent documents or correspondence are also helpful]; and
- Dates of contact and, if possible, the names of individuals contacted at the credit union along with their responses.

**Send your complaints to:**

Credit Union Department  
State of Texas  
914 East Anderson Lane  
Austin, Texas 78752-1699  
F: 512-832-0278  
Email: [complaints@cud.texas.gov](mailto:complaints@ cud.texas.gov)

**What will CUD do?**

Our staff will review your complaint. You will receive an acknowledgment that indicates your complaint has been received. Your correspondence will normally be sent to the credit union you have named. This enables the credit union to compile information and records in response to the issues you have identified. If additional information is needed, we may contact you by telephone or in writing. If you have any questions regarding your complaint, you may contact CUD.

The credit union shall address the issues raised in your complaint and provide a written response to CUD upon the completion of its internal investigation. In some cases, the credit union will also respond to you directly.

CUD staff will analyze the credit union's response to ensure that the pertinent matters have been addressed. We will attempt to complete our review of your complaint within 30 days. If we need additional time to handle your complaint due to the complexity of the issue(s) involved, we will let you know.

**What is the result?**

If our review of your complaint finds a violation of the Texas Finance Code or Credit Union Commission Rules, we may inform you of the violation and the corrective action the credit union has been directed to take. However, we do not have the authority to resolve disagreements pertaining to credit union policies and procedures that are a matter of management discretion and are not addressed by applicable laws. In such cases, if the credit union does not make a voluntary adjustment, we will usually advise you to consider obtaining legal counsel regarding your rights to resolve the situation.

**Not under state jurisdiction**

Some credit unions are regulated by a federal government agency. For example, credit unions having the word "Federal in their name are organized under and subject to federal law. Requests for information or complaints concerning federal credit unions should be directed to:

National Credit Union Administration  
Office of Consumer Protection  
1775 Duke Street  
Alexandria, Virginia 22314  
T: 703-518-1140  
F: 703-518-6682  
[www.ncua.gov](http://www.ncua.gov)  
Consumer Assistance E-mail  
[Consumerassistance@ncua.gov](mailto:Consumerassistance@ncua.gov)  
Toll Free #: 1-800-755-1030

## State and Federal agencies you can contact

If you believe you have information regarding consumer fraud, or if you believe you have been the victim of any deceptive or deceitful practices involving the sale of goods or services, you may also contact:

Office of the Attorney General  
State of Texas  
209 West 14<sup>TH</sup> Street  
Austin, Texas 78701  
T: 512-463-2100  
F: 512-463-2063  
[www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov)

Credit reporting companies supply lenders with a credit history of a prospective borrower. A person who is refused a loan because of negative information contained in a credit report has the right to obtain a copy of the report. You must write to write to the credit reporting company within 30 days of credit denial, requesting a copy of the credit report. You may dispute the accuracy of any item in your file by notifying the credit reporting company.

If you have any questions concerning credit reporting companies, you should contact:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
T: 202-326-2222  
Toll Free: 1-877-382-4357  
[www.ftc.gov](http://www.ftc.gov)

If the credit union you have an issue with is headquartered outside the State of Texas or if you are unsure about the appropriate regulatory authority, you may contact CUD. Our staff will attempt to determine the appropriate agency to contact and your inquiry or complaint will be referred to that authority. You will be notified of this referral.

CUD staff hopes this pamphlet serves as a useful resource guide in informing you of our complaint handling process and your rights should you encounter a problem with a credit union we regulate.

The Credit Union Department was created by the Texas 61<sup>st</sup> Legislature in 1969. The Department consists of a policy and oversight board called the Credit Union Commission and the Texas Credit Union Commissioner and his staff.

The purpose of the Department is to charter, examine and supervise the credit unions chartered and operating under the authority of the Texas Finance Code ["Credit Union Act"]. This responsibility and the enforcement of the Texas Finance Code provides protection to the citizens of Texas who choose to become members of state-chartered credit unions, and to assure the strength and integrity of the credit union industry in Texas for the collective benefit of all Texas citizens and the public interest of the state.