

Equity



The Village Loan Center
 319 Auburn Street • Auburndale, MA 02466
 Phone 617-964-0117 • Fax 617-527-1887
 www.village-bank.com
 NMLS# 408536



Local and proud of it.

three percentage points (3.0). This margin may change from time to time. Please ask about our current margin. The availability of this Conversion Election Option will terminate at the end of the Draw Period. Each “Fixed Rate, Fixed Term Election” Addendum will be secured by, and be subject to, the terms and conditions of the existing Revolving Credit Mortgage under this agreement.

Rate Changes – The **annual percentage rate** can change at the beginning of each monthly billing cycle. The maximum **ANNUAL PERCENTAGE RATE** that can apply is **18.0%. Rate Floor** – The minimum **ANNUAL PERCENTAGE RATE** will be **2.5%**.

Other than as disclosed in this paragraph, there are no annual or more frequent periodic limitations on changes in the **ANNUAL PERCENTAGE RATE**.

Maximum Rate and Payment Examples – If you had an outstanding balance of \$10,000 during the draw period, the minimum monthly payment at the maximum **ANNUAL PERCENTAGE RATE** of **18.0%** would be **\$152.88**. This **annual percentage rate** could be reached during the **1st** month of the draw period.

If you had an outstanding balance of \$10,000 at the beginning of the repayment period, the minimum monthly payment at the maximum **ANNUAL PERCENTAGE RATE** of **18.0%** would be **\$236.21**. This **annual percentage rate** could be reached at the start of the **1st** month of the repayment period.

Historic Example – The following table shows how the **annual percentage rate** and the minimum monthly payments for a single \$10,000 credit advance would have changed based on changes in the index over the past 15 years. The index values are from the last business day in the Index month of each year. While only one payment amount per year is shown, payments would have varied during each year.

The table assumes that no additional credit advances were taken, that only the minimum payments were made each month, and that the rate remained constant during each year. It does not necessarily indicate how the index or your payments will change in the future.

YEAR	RE-PAYMENT STARTS	APRIL INDEX MONTH	MARGIN <small>This is a margin we have used recently</small>	*ANNUAL PERCENTAGE RATE <small>Rounded, if appll.</small>	MINIMUM MONTHLY PAYMENT
2003	<input type="checkbox"/>	4.25%	0.00	4.25%	100.00***
2004	<input type="checkbox"/>	4.00%	0.00	4.00%	100.00***
2005	<input type="checkbox"/>	5.75%	0.00	5.75%	100.00***
2006	<input type="checkbox"/>	7.75%	0.00	7.75%	100.00***
2007	<input type="checkbox"/>	8.25%	0.00	8.25%	100.00***
2008	<input type="checkbox"/>	5.25%	0.00	5.25%	100.00***
2009	<input type="checkbox"/>	3.25%	0.00	3.25%	100.00***
2010	<input type="checkbox"/>	3.25%	0.00	3.25%	100.00***
2011	<input type="checkbox"/>	3.25%	0.00	3.25%	100.00***
2012	<input type="checkbox"/>	3.25%	0.00	3.25%	100.00***
2013	<input checked="" type="checkbox"/>	3.25%	0.00	3.25%	100.00***
2014	<input type="checkbox"/>	3.25%	0.00	3.25%	—0—
2015	<input type="checkbox"/>	3.25%	0.00	3.25%	—0—
2016	<input type="checkbox"/>	3.50%	0.00	3.50%	—0—
2017	<input type="checkbox"/>	4.00%	0.00	4.00%	—0—

* The Annual Percentage Rate has been adjusted to reflect any applicable interest rate caps.
 ** The Annual Percentage Rate reflects a discount we have used recently.
 *** Minimum Payment Amount.

You also must pay certain fees to third parties to open a line. These fees generally total between **\$0.00** and **\$3000.00**.

If you ask, we will give you an itemization of the fees you will have to pay to third parties.

Late Charge – The Borrower shall pay a late charge equal to ten percent (10%) of the outstanding payment or ten dollars (\$10.00), whichever is less, in the event any installment of principal and/or interest is not paid within fifteen (15) days of the due date.

Property Insurance – You must carry insurance on the property that secures this line of credit.

Minimum Draw Requirements – The minimum credit advance you can receive is **\$500.00**.

Tax Deductibility – You should consult a tax advisor regarding the deductibility of interest and charges for the line.

Variable Rate Information – The line has a variable-rate feature, and the **annual percentage rate** (corresponding to the periodic rate) and the minimum payment can change as a result.

The **annual percentage rate** includes only interest and no other costs.

The **annual percentage rate** is based on the value of an index. The index is the Prime Rate published in the Money Rates section of The Wall Street Journal (if more than one Prime Rate is published, the higher rate shall be used), as most recently published on the last business day of the prior monthly billing cycle.

Rate Floor – The minimum **ANNUAL PERCENTAGE RATE** will be **2.5%**.

To determine the **annual percentage rate**, we apply a margin to the value of the index.

(If Checked) The initial **annual percentage rate** is a discounted rate or a premium rate. It is not based on the index and margin used for later rate adjustments. The initial rate will be in effect until the billing cycle beginning _____.

Ask us for the current index value, margin, discount or premium if applicable and **annual percentage rate**. After you open a credit line, rate information will be provided on periodic statements that we send you.

Conversion to a Fixed Term – Prior to the Repayment Period, you may elect from time to time (but in no event more than five separate times) to convert all or part of the outstanding principal balance of your Equity Line to a fixed rate utilizing our “Fixed Rate, Fixed Term Election” option. You may do so by delivering to us our Conversion Election Form signed by you in which you set forth the dollar amount of the converted portion, which in no event may be less than Ten Thousand Dollars (\$10,000), the number of months in which you wish to repay the Converted Portion on a direct amortization basis (which in no event may exceed 120 months) and your election to convert all or a portion of your outstanding balance to a Converted Portion. Each “Fixed Rate, Fixed Term” would be evidenced by a separate “Fixed Rate, Fixed Term Election” Addendum, and your credit limit would be reduced by the original principal amount of each “Fixed Rate, Fixed Term Election”. Once reduced, your Credit Limit shall not be increased, notwithstanding any payments made under any “Fixed Rate, Fixed Term Election”, until such time as the outstanding principal balance under the Addendum is paid in full, at which time your Credit Limit would be increased by the original principal amount of the satisfied “Fixed Rate, Fixed Term Election” Addendum. The maturity date of the “Fixed Rate, Fixed Term” would be established as of the date the “Fixed Rate, Fixed Term Election” Addendum is signed evidencing such change, provided however, that in no event shall the maturity date of the Addendum exceed the tenth (10th) anniversary of the end of the Draw Period. The Fixed interest rate will be based on the Prime Rate as most recently published in the Money Rates section of “The Wall Street Journal” and a margin of

IMPORTANT TERMS OF OUR HOME EQUITY LINE OF CREDIT

This disclosure contains important information about our Home Equity Line of Credit. You should read it carefully and keep a copy for your records.

Availability of Terms – All of the terms disclosed below are subject to change.

If these terms change (other than the **annual percentage rate**) and you decide, as a result, not to enter into an agreement with us, you are entitled to a refund of any fees that you have paid to us or anyone else in connection with your application.

Security Interest – We will take a mortgage on your home. You could lose your home if you do not meet the obligations in your agreement with us.

Possible Actions – Under certain circumstances, we can (1) terminate your line, require you to pay us the entire outstanding balance in one payment, and charge you certain fees; (2) refuse to make additional extensions of credit; (3) reduce your credit limit and (4), as specified in the initial agreement, implement certain changes in the plan.

If you ask, we will give you more specific information concerning when we can take these actions.

Minimum Payment Requirements – You can obtain advances of credit for **10 (ten)** years (the “draw period”). During the draw period, payments will be due monthly. Your minimum monthly payment will equal all accrued interest as of the closing date of the billing cycle, provided the payment shall not be less than **\$100.00**, plus any amounts past due. **Note:** your minimum monthly payment during the draw period may not reduce the amount of principal outstanding on this line of credit.

If a portion of the Line of Credit balance is converted to a Fixed Rate Option during the Draw Period the minimum monthly payment due will include all monthly amounts due on the variable rate portion of the equity line as well as all monthly amounts due on the amount of principal converted to a fixed rate term.

After the draw period ends, you will no longer be able to obtain credit advances and must pay the outstanding balance over **10 (ten)** years (the “repayment period”). Except with any portion of your Equity Line that has been amended to a Fixed Term pursuant to the conversion option explained below, during the repayment period, payments will be due monthly. Your minimum payment of the non-converted portion of your credit line will equal **1/120th** of the principal balance that was outstanding at the end of the draw period, plus the **finance charges** that have accrued on the remaining balance, however, in no event shall the principal and interest payment be less than **\$100.00** monthly. Your payment will vary as the Prime Rate varies. In addition to the variable rate payments due, you will also be required to make the payments due on any fixed rate portions of the line that have been amended to a fixed term from your Equity Line.

Minimum Payment Example-If you made only the minimum monthly payments and took no other credit advances, it would take **10 years** and **2 months** to pay off a credit advance of \$10,000 at an **ANNUAL PERCENTAGE RATE** of **4.00%**. During that period, you would make **120** monthly payments of **\$100.00*****, followed by **1** payment of **\$100.00***** and **1** payment of **\$85.73**.

Fees and Charges – To open and maintain a line of credit, you must pay the following fees to us:

- Application Fee: **\$0.00** (due at application)
- Points **0%** of credit line (due when account opened)
- Annual Maintenance Fee: **\$0.00** (due each year)
- Processing Fee: **\$100.00** (due when account is opened)
- Other: _____
 \$ _____ due _____
- Other: _____
 \$ _____ due _____

Check List

Ask your lender to help fill out this check list.

Basic Features	PLAN A	PLAN B
Fixed annual percentage rate.....	%	%
Variable annual percentage rate.....	%	%
• Index used and current value	%	%
• Amount of margin	_____	_____
• Frequency of rate adjustments	_____	_____
• Amount/length of discount (if any)	_____	_____
• Interest rate cap and floor	_____	_____

Length of Plan

Draw period.....	_____	_____
Repayment period.....	_____	_____

Initial fees

Appraisal fee	_____	_____
Application fee.....	_____	_____
Up-front charges, including points.....	_____	_____
Closing costs.....	_____	_____

Repayment Terms

During the draw period		
Interest and principal payments	_____	_____
Interest only payments	_____	_____
Fully amortizing payments	_____	_____

When the draw period ends

Balloon payment?	_____	_____
Renewal available?	_____	_____
Refinancing of balance by lender?.....	_____	_____

When Your Home Is on the Line:

What You Should Know About Home Equity Lines of Credit

If you are in the market for credit, a home equity plan is one of several options that might be right for you. Before making a decision, however, you should weigh carefully the costs of a home equity line against the benefits. Shop for the credit terms that best meet your borrowing needs without posing undue financial risks. And remember, failure to repay the amounts you've borrowed, plus interest, could mean the loss of your home.

What is a home equity line of credit?

A home equity line of credit is a form of revolving credit in which your home serves as collateral. Because a home often is a consumer's most valuable asset, many homeowners use home equity credit lines only for major items, such as education, home improvements, or medical bills, and choose not to use them for day-to-day expenses.

With a home equity line, you will be approved for a specific amount of credit. Many lenders set the credit limit on a home equity line by taking a percentage (say, 75%) of the home's appraised value and subtracting from that the balance owed on the existing mortgage. For example:

Appraised value of home	\$100,000
Percentage	x 75%
Percentage of appraised value	= \$75,000
Less balance owed on mortgage	- \$40,000

Potential line of credit

In determining your actual credit limit, the lender will also consider your ability to repay the loan (principal and interest) by looking at your income, debts, and other financial obligations as well as your credit history.

Many home equity plans set a fixed period during which you can borrow money, such as 10 years. At the end of this "draw period," you may be allowed to renew the credit line. If your plan does not allow renewals, you will not be able to borrow additional money once the period has ended. Some plans may call for payment in full of any outstanding balance at the end of the period. Others may allow repayment over a fixed period (the "repayment period"), for example, 10 years.

Once approved for a home equity line of credit, you will most likely be able to borrow up to your credit limit whenever you want. Typically, you will use special checks to draw on your line. Under some plans, borrowers can use a credit card or other means to draw on the line.

There may be other limitations on how you use the line. Some plans may require you to borrow a minimum amount each time you draw on the line (for example, \$300) or keep a minimum amount outstanding. Some plans may also require that you take an initial advance when the line is set up.

What should you look for when shopping for a plan?

If you decide to apply for a home equity line of credit, look for the plan that best meets your particular needs. Read the credit agreement carefully, and examine the terms and conditions of various plans, including the annual percentage rate (APR) and the costs of establishing the plan. Remember, though, that the APR for a home equity line is based on the interest rate alone and will not reflect closing costs and other fees and charges, so you'll need to compare these costs, as well as the APRs, among lenders.

Variable interest rates

Home equity lines of credit typically involve variable rather than fixed interest rates. The variable rate must be based on a publicly available index (such as the prime rate published in some major daily newspapers or a U.S. Treasury bill rate). In such cases, the interest rate you pay for the line of credit will change, mirroring changes in the value of the index. Most lenders cite the interest rate you will pay as the value of the index at a particular time, plus a "margin," such as 2 percentage points. Because the cost of borrowing is tied directly to the value of the index, it is important to find out which index is used, how often the value of the index changes, and how high it has risen in the past. It is also important to note the amount of the margin.

Lenders sometimes offer a temporarily discounted interest rate for home equity lines—an "introductory" rate that is unusually low for a short period, such as 6 months.

Variable-rate plans secured by a dwelling must, by law, have a ceiling (or cap) on how much your interest rate may increase over the life of the plan. Some variable-rate plans limit how much your payment may increase and how low your interest rate may fall if the index drops.

Some lenders allow you to convert from a variable interest rate to a fixed rate during the life of the plan, or let you convert all or a portion of your line to a fixed-term installment loan.

Costs of establishing and maintaining a home equity line.

Many of the costs of setting up a home equity line of credit are similar to those you pay when you get a mortgage. For example:

A fee for a property appraisal to estimate the value of your home;
An application fee, which may not be refunded if you are turned down for credit;
Up-front charges, such as one or more "points" (one point equals 1 percent of the credit limit); and

Closing costs, including fees for attorneys, title search, mortgage preparation and filing, property and title insurance, and taxes.

In addition, you may be subject to certain fees during the plan period, such as annual membership or maintenance fees and a transaction fee every time you draw on the credit line..

You could find yourself paying hundreds of dollars to establish the plan. And if you were to draw only a small amount against your credit line, those initial charges would substantially increase the cost of the funds borrowed. On the other hand, because the lender's risk is lower than for other forms of credit, as your home serves as collateral, annual percentage rates for home equity lines are generally lower than rates for other types of credit. The interest you save could offset the costs of establishing and maintaining the line. Moreover, some lenders waive some or all of the closing costs.

How will you repay your home equity plan?

Before entering into a plan, consider how you will pay back the money you borrow. Some plans set a minimum monthly payment that includes a portion of the principal (the amount you borrow) plus accrued interest. But, unlike with typical installment loan agreements, the portion of your payment that goes toward principal may not be enough to repay the principal by the end of the term. Other plans may allow payment of interest only during the life of the plan, which means that you pay nothing toward the principal. If you borrow \$10,000, you will owe that amount when the payment plan ends.

Regardless of the minimum required payment on your home equity line, you may choose to pay more, and many lenders offer a choice of payment options. However, some lenders may require you to pay special fees or penalties if you choose to pay more, so check with your lender. Many consumers choose to pay down the principal regularly as they do with other loans. For example, if you use your line to buy a boat, you may want to pay it off as you would a typical boat loan.

Whatever your payment arrangements during the life of the plan—whether you pay some, a little, or none of the principal amount of the loan—when the plan ends, you may have to pay the entire balance owed, all at once. You must be prepared to make this "balloon payment" by refinancing it with the lender, by obtaining a loan from another lender, or by some other means. If you are unable to make the balloon payment, you could lose your home.

If your plan has a variable interest rate, your monthly payments may change. Assume, for example, that you borrow \$10,000 under a plan that calls for interest-only payments. At a 10%interest rate, your monthly payments would be \$83. If the rate rises over time to 15%, your monthly payments will increase to \$125. Similarly, if you are making payments that cover interest plus some portion of the principal, your monthly payments may increase, unless your agreement calls for keeping payments the same throughout the plan period.

If you sell your home, you will probably be required to pay off your home equity line in full immediately. If you are likely to sell your home in the near future, consider whether it makes sense to pay the up-front costs of setting up a line of credit. Also keep in mind that renting your home may be prohibited under the terms of your agreement.

Lines of credit vs. traditional second mortgage loans.

If you are thinking about a home equity line of credit, you might also want to consider a traditional second mortgage loan. This type of loan provides you with a fixed amount of money, repayable over a fixed period. In most cases, the payment schedule calls for equal payments that pay off the entire loan within the loan period. You might consider a second mortgage instead of a home equity line if, for example, you need a set amount for a specific purpose, such as an addition to your home.

In deciding which type of loan best suits your needs, consider the costs under the two alternatives. Look at both the APR and other charges. Do not, however, simply compare the APRs, because the APRs on the two types of loans are figured differently: The APR for a traditional second mortgage loan takes into account the interest rate charged plus points and other finance charges.

The APR for a home equity line of credit is based on the periodic interest rate alone. It does not include points or other charges.

Disclosures from lenders

The federal Truth in Lending Act requires lenders to disclose the important terms and costs of their home equity plans, including the APR, miscellaneous charges, the payment terms, and information about any variable-rate feature. And in general,

neither the lender nor anyone else may charge a fee until after you have received this information. You usually get these disclosures when you receive an application form, and you will get additional disclosures before the plan is opened. If any term (other than a variable-rate feature) changes before the plan is opened, the lender must return all fees if you decide not to enter into the plan because of the change. Lenders are also required to provide you with a list of homeownership counseling organizations in your area.

When you open a home equity line, the transaction puts your home at risk. If the home involved is your principal dwelling, the Truth in Lending Act gives you 3 days from the day the account was opened to cancel the credit line. This right allows you to change your mind for any reason. You simply inform the lender in writing within the 3-day period. The lender must then cancel its security interest in your home and return all fees—including any application and appraisal fees—paid to open the account. The Home Ownership and Equity Protection Act of 1994 (HOEPA) addresses certain unfair practices and establishes requirements for certain loans with high rates and fees, including certain additional disclosures. HOEPA now covers some HELOCs. You can find out more information by contacting the CFPB at the website address and phone number listed in the Contact information appendix, below.

What if the lender freezes or reduces your line of credit?.

Plans generally permit lenders to freeze or reduce a credit line if the value of the home "declines significantly" or, when the lender "reasonably believes" that you will be unable to make your payments due to a "material change" in your financial circumstances. If this happens, you may want to:

- Talk with your lender.** Find out what caused the lender to freeze or reduce your credit line and what, if anything, you can do to restore it. You may be able to provide additional information to restore your line of credit, such as documentation showing that your house has retained its value or that there has not been a "material change" in your financial circumstances. You may want to get copies of your credit reports (go to the CFPB's website at consumerfinance.gov/askcfpb/5/can-i-review-my-credit-report.html for information about how to get free copies of your credit reports) to make sure all the information in them is correct. If your lender suggests getting a new appraisal, be sure you discuss appraisal firms in advance so that you know they will accept the new appraisal as valid.
- Shop around for another line of credit.** If your lender does not want to restore your line of credit, shop around to see what other lenders have to offer. If another lender is willing to offer you a line of credit, you may be able to pay off your original line of credit and take out another one. Keep in mind, however, that you may need to pay some of the same application fees you paid for your original line of credit.

Defined Terms

This glossary provides general definitions for terms commonly used in the real estate market. They may have different legal meanings depending on the context.

Annual membership or maintenance fee

An annual charge for access to a financial product such as a line of credit, credit card, or account. The fee is charged regardless of whether or not the product is used.

Annual Percentage Rate (APR)

The cost of credit, expressed as a yearly rate. For closed-end credit, such as car loans or mortgages, the APR includes the interest rate, points, broker fees, and other credit charges that the borrower is required to pay. An APR, or an equivalent rate, is not used in leasing agreements.

Application fee

Fees charged when you apply for a loan or other credit. These fees may include charges for property appraisal and a credit report.

Balloon payment

A large extra payment that may be charged at the end of a mortgage loan or lease.

Cap (interest rate)

A limit on the amount that your interest rate can increase. Two types of interest-rate caps exist. Periodic adjustment caps limit the interest-rate increase from one adjustment period to the next. Lifetime caps limit the interest-rate increase over the life of the loan. By law, all adjustable-rate mortgages have an overall cap.

Closing or settlement costs

Fees paid when you close (or settle) on a loan. These fees may include application fees, title examination, abstract of title, title insurance, and property survey fees; fees for preparing deeds, mortgages, and settlement documents; attorneys' fees; recording fees; estimated costs of taxes and insurance; and notary, appraisal, and credit report fees. Under the Real Estate Settlement Procedures Act, the borrower receives a good faith estimate of closing costs within three days of application. The good faith estimate lists each expected cost as an amount or a range.

Credit limit

The maximum amount that may be borrowed on a credit card or under a home equity line of credit plan.

Equity

The difference between the fair market value of the home and the outstanding balance on your mortgage plus any outstanding home equity loans.

Index

The economic indicator used to calculate interest-rate adjustments for adjustable-rate mortgages or other adjustable-rate loans. The index rate can increase or decrease at any time. See also Selected Index Rates for ARMs over an 11-year Period (consumerfinance.gov/f/201204_CFPB_ARMs-brochure.pdf) for examples of e changed in the past.

Interest rate

The percentage rate used to determine the cost of borrowing money, stated usually as a percentage of the principal loan amount and as an annual rate.

Margin

The number of percentage points the lender adds to the index rate to calculate the ARM interest rate at each adjustment.

Minimum payment

The lowest amount that you must pay (usually monthly) to keep your account in good standing. Under some plans, the minimum payment may cover interest only; under others, it may include both principal and interest.

Points (also called discount points)

One point is equal to 1 percent of the principal amount of a mortgage loan. For example, if a mortgage is \$200,000, one point equals \$2,000. Lenders frequently charge points in both fixed-rate and adjustable-rate mortgages to cover loan origination costs or to provide additional compensation to the lender or broker. These points usually are paid at closing and may be paid by the borrower or the home seller, or may be split between them. In some cases, the money needed to pay points can be borrowed (incorporated in the loan amount), but doing so will increase the loan amount and the total costs. Discount points (also called discount fees) are points that you voluntarily choose to pay in return for a lower interest rate.

Security interest

If stated in your credit agreement, a creditor's, lessor's, or assignee's legal right to your property (such as your home, stocks, or bonds) that secures payment of your obligation under the credit agreement. The property that secures payment of your obligation is referred to as "collateral."

Transaction fee

Fee charged each time a withdrawal or other specified transaction is made on a line of credit, such as a balance transfer fee or a cash advance fee.

Variable rate

An interest rate that changes periodically in relation to an index, such as the prime rate. Payments may increase or decrease accordingly.

More information

For more information about mortgages, including home equity lines of credit, visit consumerfinance.gov/mortgage. For answers to questions about mortgages and other financial topics, visit consumerfinance.gov/askcfpb. You may also visit the CFPB's website at consumerfinance.gov/owning-a-home to access interactive tools and resources for mortgage shoppers, which are expected to be available beginning in 2014.

Housing counselors can be very helpful, especially for first-time home buyers or if you're having trouble paying your mortgage. The U.S. Department of Housing and Urban Development (HUD) supports housing counseling agencies throughout the country that can provide free or low-cost advice. You can search for HUD-approved housing counseling agencies in your area on the CFPB's web site at consumerfinance.gov/find-a-housing-counselor or by calling HUD's interactive toll-free number at 800-569-4287.

The company that collects your mortgage payments is your loan servicer. This may not be the same company as your lender. If you have concerns about how your loan is being serviced or another aspect of your mortgage, you may wish to submit a complaint to the CFPB at consumerfinance.gov/complaint or by calling (855) 411-CFPB (2372).

When you submit a complaint to the CFPB, the CFPB will forward your complaint to the company and work to get a response. Companies have 15 days to respond to you and the CFPB. You can review the company's response and give feedback to the CFPB.

Where to go for help

For additional information or to submit a complaint, you can contact the CFPB or one of the other federal agencies listed below, depending on the type of institution. If you are not sure which agency to contact, you can submit a complaint to the CFPB and if the CFPB determines that another agency would be better able to assist you, the CFPB will refer your complaint to that agency and let you know.

Federally insured state-chartered bank members of the Federal Reserve System

Board of Governors of the Federal Reserve System (FRB)

Consumer Help

PO Box 1200 • Minneapolis, MN 55480

(888) 851-1920 (toll free)

www.federalreserveconsumerhelp.gov

Insured depository institutions and credit unions with assets greater than \$10 billion (and their affiliates), and non-bank providers of consumer financial products and services, including mortgages, credit cards, debt collection, consumer reports, prepaid cards, private education loans, and payday lending.

Consumer Financial Protection Bureau (CFPB)

P.O. Box 4503

Iowa City, IA 52244

(855) 411-2372

www.consumerfinance.gov/complaint

National banks and federally chartered savings banks/associations

Office of the Comptroller of the Currency (OCC)

Customer Assistance Unit

1301 McKinney Street, Suite 3450 • Houston, TX 77010

(800) 613-6743

www.occ.treas.gov

www.helpwithmybank.gov

Federally insured state chartered banks that are not members of the Federal Reserve System

Federal Deposit Insurance Corporation (FDIC)

Consumer Response Center

1100 Walnut Street, Box#11

Kansas City, MO 64106

(877) ASK-FDIC or (877)275-3342

www.fdic.gov

www.fdic.gov/consumers

Fannie Mae, Freddie Mac, and the Federal Home Loan Banks

Federal Housing Finance Agency (FHFA)

Consumer Communications

Constitution Center

400 7th Street, S.W.

Washington, DC 20024

(202)649-3811

www.fhfa.gov

www.fhfa.gov/default.aspx?page=369

ConsumerHelp@fhfa.gov

Federally chartered credit unions

National Credit Union Administration (NCUA)

Consumer Assistance

1775 Duke Street • Alexandria, VA 22314-3428

(800) 755-1030

www.ncua.gov

www.mycreditunion.gov

Finance Companies, retail stores, auto dealers, mortgage companies, and other lenders, and credit bureaus

Federal Trade Commission (FTC)

Consumer Repsonse Center

600 Pennsylvania Avenue, N.W.

Washington DC 20580

(877) FTC-HELP or (877-382-4357)

www.ftc.gov

www.ftc.gov/bcp

Brokerage firms, mutual fund companies, and investment advisors

Securities and Exchange Commission (SEC)

Complaint Center

100 F Street, N.E.

Washington, DC 20549-0213

(202) 551-6551

www.sec.gov

www.sec.gov/complaint/question.shtml

Agricultural Lenders

Farm Credit Administration

Office of Congressional and Public Affairs

1501 Farm Credit Drive

McLean, VA 22102-5090

(703)883-4056

www.fca.gov

Small business lenders

Small Business Administration (SBA)

Consumer Affairs

409 3rd Street, S.W.

Washington, DC 20416

(800)U-ASK-SBA or (800)827-5722

www.sba.gov

Commodity brokers, commodity trading advisers, commodity pools and introducing brokers

Commodity Futures Trading Commission (CFTC)

1155 21st Street, N.W.

Washington, DC 20581

(866) 366-2382

www.cftc.gov/consumerprotection

Fair lending and fair housing issues

US Department of Justice (DOJ)

Civil Rights Division

950 Pennsylvania Avenue, N.W.

Housing and Civil Enforcement Section

Washington, DC 20530

(202)514-4713

TTY—(202) 305-1882 FAX—(202) 514-1116

To report an incident of housing discrimination: 1-800-896-7743 fairhousing@usdoj.gov

www.justice.gov/criminal

Fair lending and fair housing issues

Department of Housing and Urban Development (HUD)

Office of Fair Housing / Equal Opportunity

451 7th Street, S.W.

Washington, DC 20410

(800)669-9777

www.hud.gov/complaints