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

Director, Office of Consumer Protection

Gail Laster

Acting Director, Division of Consumer Affairs
Roger Blake

Director, Division of Consumer Compliance Policy and Outreach
Tonya Sweat

Director, Division of Consumer Access
Robert Leonard

Director, Division of Consumer Access - South
Rita Woods
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
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
National Credit Union Administration
Office of Consumer Protection
1775 Duke Street
Alexandria, VA 22314
Phone: 703-518-1140
Fax: 703-518-6682
ocpmail@ncua.gov

Chartering and FOM
Phone: 703-518-1150
Fax: 703-518-6687
dcamail@ncua.gov

Consumer Assistance Center
Phone: 800-755-1030
consumerassistance@ncua.gov

Consumer Compliance and Fair Lending
complianceemail@ncua.gov

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