



Resolving Member Complaints

* This information is provided to help our members understand their rights and the steps to resolve concerns effectively.

At Valwood Park Federal Credit Union (Credit Union), we are committed to ensuring our members have a positive experience. However, if you encounter an issue, we want to help resolve it promptly. Below is the step-by-step process for addressing complaints:

- 1. Contact Your Credit Union:** Start by reaching out to your credit union directly. You can do so in the following ways:
 - **Customer Service Department:** Contact a representative who can assist with your concerns.
 - **Credit Union Management:** If the issue remains unresolved, escalate your concern to management.
 - **Credit Union CEO:** If you are unable to obtain a satisfactory explanation or assistance, the CEO is available.
 - **Supervisory Committee:** Submit your complaint to the Supervisory Committee for an impartial review.
 - **Board of Directors:** As a final internal step, you may contact the credit union's Board of Directors.
- 2. Contact NCUA Consumer Assistance Center:** If you are unable to resolve your complaint with the credit union, you can reach out to the National Credit Union Administration (NCUA) for assistance.
 - **Online:** Visit the [NCUA's Consumer Assistance Center](#).
 - **Purpose:** The NCUA can help investigate your complaint and ensure compliance with federal consumer protection laws.

Fair Lending Practices

Federal laws protect your right to fair and equitable treatment when applying for credit. These include the Equal Credit Opportunity Act (ECOA), which ensures:

- Credit decisions are made without discrimination based on:
 - Race or color
 - Religion
 - National origin
 - Sex
 - Marital status
 - Age (if the applicant is legally able to contract)
 - Receipt of public assistance
 - Exercising rights under the Consumer Credit Protection Act

Examples of Prohibited Practices:

- **Disparate Impact:** Policies that unintentionally disadvantage certain groups.
- **Disparate Treatment:** Direct discrimination based on prohibited factors, such as age.

Avoiding Predatory Lending Practices

Fair lending laws also address unethical practices, such as:

- **Collateral or Equity Stripping:** Lending based solely on the value of collateral, not the borrower's ability to repay.





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- **Inadequate Disclosure:** Failing to clearly explain loan costs or risks.
- **Risky Loan Terms:** Structuring loans in ways that make repayment difficult.
- **Padding or Packing Fees:** Charging unnecessary or hidden fees.
- **Loan Flipping:** Encouraging frequent refinancing for profit.
- **Single-Premium Credit Insurance:** Requiring insurance with no clear benefit to the borrower.

If you suspect a violation of fair lending practices, report your concern to your credit union or the NCUA. We are committed to ensuring fair treatment for all members.

For further assistance or to file a complaint, please visit the [NCUA's Consumer Assistance Center](#).

