

AGENCIES TO CONTACT FOR ASSISTANCE

LOAN ASSISTANCE

Mortgage Foreclosure Issues-Hope Now Alliance (non-profit organization) Homeownership Preservation Foundation-Streamlined Modification Plan 888-995-HOPE www.hopenow.com

Federal Making Home Affordable Program-Start here: www.makinghomeaffordable.gov to see if you are eligible for refinancing or Home Affordable Modification

Consumer Protection-Louisiana Attorney General 225-326-6465 www.ag.state.la.us

Financial Assistance-Consumer Credit Counseling Service of Baton Rouge (CCCS) in Baton Rouge-225-923-2227 or Toll Free-866-260-5994 www.cccsintl.org [CCCS is a non-profit organization and a division of Money Management International 866-889-9347]

LEGAL ASSISTANCE

Free Legal Assistance for low-income residents of Louisiana-

Capitol Area Legal Services Corporation (Baton Rouge Area)-225-387-5173

Southeast Louisiana Legal Services (New Orleans Area)-504-529-1000

Hammond Area: 985-345-2130/Toll-Free: 800-349-0886 New Orleans Area: 504-529-1000/Toll-Free: 877-521-6242

Covington Area: 985-893-0076/Toll-Free: 800-891-0076 Marrero Area: 504-340-1381/Toll-Free: 800-624-4771

Acadiana Legal Services Corporation - (Lake Charles Area)-337-439-0377; (Lafayette Area)-337-237-4320

Legal Services of North Louisiana

Natchitoches Branch: 318-352-7220/Toll-Free-800-960-9109 Shreveport Central: 318-222-7186/Toll-Free-800-826-9265

Monroe Branch: 318-699-0889/Toll-Free-800-259-6591

COMPLAINT ASSISTANCE

Consumer Protection-Louisiana Attorney General-225-326-6465 www.ag.state.la.us

Consumer Credit Issues or Complaints against State-Chartered Banks & Credit Unions-

Louisiana Office of Financial Institutions-Toll Free-888-525-9414/ Direct-225-925-4660 www.ofi.la.gov

Consumer Credit Card Problems or Complaints against National Banks-Office of the Comptroller of the Currency (OCC) Consumer Hotline-800-613-6743 www.occ.gov

Consumer Credit Complaints against Federal Credit Unions- National Credit Union Administration-512-342-5600 www.ncua.gov

Auto Finance Issues-Louisiana Motor Vehicle Commission-504-838-5207 www.lmvc.la.gov

Free Credit Report-Federal Trade Commission-877-322-8228 www.annualcreditreport.com

Credit Reporting Agencies:

Equifax-800-685-1111 www.equifax.com

Experian-888-397-3742 www.Experian.com

Trans Union-800-680-7289 www.transunion.com

Annoying Sales Calls (phone)-Federal Trade Commission (FTC)-Do Not Call List-888-382-1222 www.ftc.gov

Disclaimer: The Office of Financial Institutions is not responsible for the accuracy of the above numbers.