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Office of the Comptroller of the Currency Provides Consumer Information At National Consumer Protection Week Event on Capitol Hill

WASHINGTON — The Office of the Comptroller of the Currency promoted awareness of consumer protection resources during today's National Consumer Protection Week (NCPW) event on Capitol Hill.

"Events like National Consumer Protection Week help reinforce the importance of consumer information. Consumers protect themselves against unfair, deceptive and fraudulent practices by becoming, and staying informed," said Comptroller of the Currency John C. Dugan. "The OCC continues to reach out to consumers on important issues such as foreclosure rescue scams, and works with financial regulators and the banking industry to provide information that helps consumers to make well-informed decisions."

To support this year's consumer protection theme, "Dollars and Sense: Rated "A" for All Ages," the OCC joined the Federal Trade Commission and other federal agencies on Capitol Hill to distribute information about gift cards, reverse mortgages, cashier's checks, mortgage fraud, and how to get assistance through the OCC's Customer Assistance Group. Staffers also highlighted the OCC's consumer Web site, [HelpWithMyBank.gov](http://www.helpwithmybank.gov), which provides answers to common questions received through the thousands of calls made to the Customer Assistance Group. OCC materials are also available at the NCPW Web site <http://consumer.gov/ncpw/>.

The OCC continues to publish its Consumer Advisories in English and Spanish that cover a range of consumer issues. Recent editions include "Reverse Mortgages: Are They for You?" and "OCC Consumer Tips for Avoiding Mortgage Modification Scams and Foreclosure Rescue Scams."

The OCC's Customer Assistance Group is available to help national bank customers with questions or complaints from 8 a.m. to 8 p.m., Eastern, Monday – Friday, at 1-800-613-6743.

Related Links:

- OCC's Consumer Web site (<http://www.helpwithmybank.gov>)
- OCC's Web site (<http://www.occ.gov>)
- OCC Community Affairs (<http://www.occ.gov/cdd/commfoc.htm>)###

