



# SANTA MONICA FAMILY YMCA

## Volunteer Application

### Get Involved as a YMCA Volunteer

At the YMCA, your time and talent go a long way. Every hour you spend as a YMCA volunteer translates into the caring attention a child or teen needs to grow up healthy and resilient. It translates into support for families so they can be successful and strong. It can lead to healthier lives for people of all ages, backgrounds, abilities and incomes while providing a safer, more viable community that's a good place to live and work.

As a YMCA volunteer, you can lead an exercise class, read to a group of children, coach a basketball team, greet people at the front desk, serve as a role model for young people, or help out at a special event. No matter how you help, you'll make a big difference as you work with others to create a feeling of connectedness in your community.

### Qualifications

All applicants must have knowledge of the philosophy of the YMCA and its program goals, a sincere desire to work with others, and a positive and caring attitude. Some experience or expertise in the area of interest is necessary. Applicants must be punctual and reliable.

**ALL VOLUNTEERS MUST BE FULLY VACCINATED AND PROVIDE A COPY OF THEIR COVID-19 VACCINATION RECORD.**

#### **Adults:**

- Must possess current CPR and First Aid Certification, or obtain certification within the first 30 days.
- Be able to commit to a volunteer role for a minimum of 90 days.

**Teens (12-17) Service Learning Opportunity Program (SLOP)** engages youth in volunteer services with adult guidance. This program allows youth to earn volunteer hours for school and give back to their community while developing core character values.

#### **Youth volunteers must:**

- Be in the 6<sup>th</sup> grade or higher, and
- **Be a member of the Santa Monica Family YMCA** (youth scholarships are available upon request).

### Application & On Boarding Process

Applicants are required to complete each section of the application, the background check, and code of conduct. Return the application to the front desk of the Santa Monica Family YMCA or directly to the program supervisor. An interview will be arranged after the candidate's background check has been completed. The Y takes the safety of all participants very seriously; all applicants must be cleared with a Criminal Offender Record Information (CORI) check and Sexual Offender Registry Information (SORI) check. The YMCA has a zero tolerance standard for abuse and inappropriate behavior by volunteers. All volunteers must complete mandatory Child Abuse Awareness and Safety Training before volunteer service begins.

### Contact

#### **Volunteer Applicants (ages 18+):**

Pam Andrews, Finance/HR Director  
(310) 393-2721, ext. 119 [pam1@ymcasm.org](mailto:pam1@ymcasm.org)

#### **Service Learning Opportunity Program (SLOP) Volunteer Applicants (ages 12-17):**

Erika Altshule, Youth & Family Program Director  
(310) 393-2721, ext. 123 [erika@ymcasm.org](mailto:erika@ymcasm.org)

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Background Clearance: Y N Date: \_\_\_\_\_ Praesidium Set Up: \_\_\_\_\_

## Part I-Applicant Information

Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_ Available to Start: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_  home  cell  business  other: \_\_\_\_\_

Email Address: \_\_\_\_\_

Employer: \_\_\_\_\_ Occupation: \_\_\_\_\_

Are you a current member of the Santa Monica Family YMCA?  Yes  No

### **SLOP PARTICIPANTS ONLY (middle & high school volunteers, under 18)**

Member #: \_\_\_\_\_ Age: \_\_\_\_\_ Birthday: \_\_\_\_\_

School: \_\_\_\_\_ Current Grade: \_\_\_\_\_

Parent Name: \_\_\_\_\_ Contact #: \_\_\_\_\_

Parent Name: \_\_\_\_\_ Contact #: \_\_\_\_\_

Parent Email Address: \_\_\_\_\_

Are you applying to be a volunteer to complete hours for school?  No  Yes **If YES, how many hours do you need to complete?** \_\_\_\_\_ **When does it need to be completed by? (date)** \_\_\_\_\_

### **Policies and Permission agreement SLOP participants only (parent must initial and sign)**

1. \_\_\_\_\_ I hereby grant permission for the above name minor to leave the Santa Monica Family YMCA facility premises under the supervision of staff member for off campus events in YMCA authorized vehicles or on foot.
2. \_\_\_\_\_ I hereby grant permission for the Santa Monica Family YMCA to seek **EMERGENCY MEDICAL AND/OR SURGICAL TREATMENT** for the above named minor.
3. \_\_\_\_\_ I understand that the Santa Monica Family YMCA will not be responsible for anything that may happen as a result of false information given or for information that has not been updated when changes in addresses or phone number occur. I further understand that I must have a working phone number where I may be reached or a message left so that the Santa Monica Family YMCA may contact me when needed.
4. \_\_\_\_\_ I hereby grant permission for the above named minor to be included in promotional pictures for the Santa Monica Family YMCA brochures and publications.
5. \_\_\_\_\_ I hereby consent to the photographing, recording, or reproduction in any other manner (including videotapes and audio tapes) of the likeness, voice and/or activities of my child and further authorize the Santa Monica Family YMCA and it's employees to make unlimited use of such reproductions, including, but not limited to, broadcasting to the public of the reproductions over radio and television stations.
6. \_\_\_\_\_ I understand that it is not the responsibility of the Santa Monica Family YMCA to keep my child on the premises. My child may leave the premises by his/her free will at anytime. I understand it is the responsibility of the child to complete his/her volunteer hours.

I AM THE CUSTODIAL PARENT/GUARDIAN OF THE ABOVE NAMED MINOR AND HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE 6 STATEMENTS.

**Part II - Areas of interest: Check all areas of interest that apply**  
(Application will be distributed to appropriate staff person)

**Volunteer Opportunities for Adults**

- Y Ambassador for special events: *greet members, give tours & foster relationships*
- Adult Fitness: *instructing aerobic, yoga, spinning, and fitness related classes*
- Fitness Center and/or Weight Room monitors/aides: *assist members with equipment and monitor workout areas*
- Water Fitness: *instructing water aerobics or twinges in the hinges classes*
- Senior Fitness: *instructing aerobic and fitness related classes*
- Health Seminars: *instructing adults on health issues*
- Basketball Coaches: *coaching youth basketball teams*
- Basketball Referees: *refereeing youth basketball teams*
- Child Watch: *caring for children while parent's use the Y*
- Camp Big Bear:** *supervise children in the San Bernardino Mountains on the lake at overnight Camp Big Bear (1-2 week commitment required + training)*
- Gym & Swim Instructor: *teaching infant-toddler parent-child classes (ages 3-36 months)*
- Climbing Wall Assistant: *assist climbers and instructing climbing classes*
- Child Development Center Aide: *caring for children 6 weeks to 5 years (must provide livescan clearance & TB test)*
- Swim Lessons: *instructing swim lessons for youth (ages 3-14)*

**Volunteer Opportunities for Middle & High School Youth**

- Child Watch: *assist caring for children while parent's use the YMCA*
- Afterschool Program Volunteer: *assist counselors with homework & daily activity*
- Youth Mentor: *tutoring & assisting in after school programs*
- Camp:** *day & overnight Jr. camp counselors supervise children & lead activities*
- Climbing Assistants: *assist supervising climbers and climbing classes*
- Swim Lessons: *assist instructors with swim lessons*

**Other:** Please specify any specific skills that would be relevant to any existing program or a new program you would like to see here at the YMCA \_\_\_\_\_

**Availability: What Days?** Mon Tues Wed Thurs Fri Sat Sun **What times?** \_\_\_\_\_



## Part IV-Questionnaire: Youth Work Information

Applicants desiring to work with youth must complete this section

1. A child feels unhappy when: \_\_\_\_\_

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2. Children are wonderful because: \_\_\_\_\_

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3. The most rewarding thing about working with youth is \_\_\_\_\_

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4. The hardest thing about working with youth is? \_\_\_\_\_

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5. Complete this sentence: An angry child is \_\_\_\_\_

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6. Children seem happy when \_\_\_\_\_

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7. Discipline is: \_\_\_\_\_

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8. Describe how you would handle a situation in which another volunteer is not paying sufficient attention to the children causing an unsafe environment: \_\_\_\_\_

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9. What type of children's behavior is hardest for you to handle? \_\_\_\_\_

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10. What are your favorite activities for you to do with children?

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11. Please explain how you would handle a situation in which a child was being bullied by another child.

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12. How would you respond if you discovered a child in a Y program or activity was a victim of abuse?

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## Part V-References

All applicants must complete

List at least 3 character references (SLOP Volunteers may list teachers or school counselors)

1. \_\_\_\_\_  
Name Relationship Phone #1 Phone #2

2. \_\_\_\_\_  
Name Relationship Phone #1 Phone #2

3. \_\_\_\_\_  
Name Relationship Phone #1 Phone #2

List any work or volunteer related references:

1. \_\_\_\_\_  
Supervisor Company Phone #

Dates: \_\_\_\_\_ Duties/Position: \_\_\_\_\_ check one:  Volunteer  
 Work

2. \_\_\_\_\_  
Supervisor Company Phone #

Dates: \_\_\_\_\_ Duties/Position: \_\_\_\_\_ check one:  Volunteer  
 Work

3. \_\_\_\_\_  
Supervisor Company Phone #

Dates: \_\_\_\_\_ Duties/Position: \_\_\_\_\_ check one:  Volunteer  
 Work

**SANTA MONICA FAMILY YMCA**  
**Child Abuse Prevention**  
**CODE OF CONDUCT FOR VOLUNTEERS**

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|---|---|
| <ol style="list-style-type: none"> <li>1. In order to protect YMCA staff, volunteers, and program participants – at no time during a YMCA program may a staff or volunteer person be alone with a single child where they cannot be observed by others. As staff and volunteers supervise children, they should space themselves in a way that other staff and volunteers can see them.</li> <li>2. Volunteers shall never leave a child unsupervised.</li> <li>3. Restroom supervision: Volunteers will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Volunteers will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If volunteers are assisting younger children, doors to the facility must remain open. No child regardless of age should ever enter a bathroom alone on a field trip. Always send children in pairs, and whenever possible, with staff.</li> <li>4. Volunteers should conduct or supervise private activities in pairs - diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff should be positioned so that they are visible to others.</li> <li>5. Volunteers shall not abuse children including:             <ul style="list-style-type: none"> <li>• physical abuse – strike, spank, shake, slap;</li> <li>• verbal abuse – humiliate, degrade, threaten;</li> <li>• sexual abuse – inappropriate touch or verbal exchange;</li> <li>• mental abuse – shaming, withholding love, cruelty;</li> <li>• neglect – withholding food, water, basic care, etc.</li> </ul>             Any type of abuse will not be tolerated and may be cause for immediate dismissal.           </li> <li>6. Volunteers must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Volunteers will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.</li> <li>7. Volunteers will conduct a health check of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented.</li> <li>8. Volunteers respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture.</li> </ol> | <ol style="list-style-type: none"> <li>9. Volunteers will respect children’s rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched in areas of their bodies that would be covered by a bathing suit.</li> <li>10. Volunteers will refrain from intimate displays of affection towards others in the presence of children, parents, and staff.</li> <li>11. While the YMCA does not discriminate against an individual’s lifestyle, it does require that in the performance of their job they will abide by the standards of conduct set forth by the YMCA.</li> <li>12. Volunteers must appear clean, neat, and appropriately attired.</li> <li>13. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.</li> <li>14. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.</li> <li>15. Profanity, inappropriate jokes, sharing intimate details of one’s personal life, and any kind of harassment in the presence of children or parents is prohibited.</li> <li>16. Volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.</li> <li>17. Volunteers may not be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers, and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.</li> <li>18. Volunteers are not to transport children in their own vehicles.</li> <li>19. Volunteers may not date program participants under the age of 18 years of age.</li> <li>20. Volunteers may not have any contact with minor participants outside the YMCA, including but not limited to social media, electronic communication, babysitting, coaching, etc.</li> <li>21. Under no circumstance should volunteers release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).</li> <li>22. Volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.</li> </ol> |
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The YMCA has a zero tolerance standard for abuse and inappropriate behavior by volunteers.  
 I have read and agree to abide by the Santa Monica Family YMCA’s Child Abuse Prevention Code of Conduct.

\_\_\_\_\_  
 Signature of Applicant

\_\_\_\_\_  
 Printed Name of Applicant

\_\_\_\_\_  
 Date



## **DISCLOSURE REGARDING BACKGROUND INVESTIGATION**

[IMPORTANT – PLEASE READ CAREFULLY BEFORE SIGNING AUTHORIZATION FORM]

The Santa Monica Family YMCA may obtain information about you from a consumer reporting agency for purposes of employment, volunteer positions, work performed under contract, retention or reassignment (hereafter known as your "engagement"). Thus, you may be the subject of a "consumer report" and / or an "investigative consumer report" which may include information about your character, general reputation, personal characteristics, and/or mode of living, and which can involve personal interviews with sources such as your neighbors, friends or associates. These reports may contain information regarding your criminal history, credit history, social security verification, motor vehicle records ("driving records"), verification of your education or employment history or other background checks. Credit history will only be requested where such information is related to the duties and responsibilities of the position for which you are applying. You have the right, upon written request made within a reasonable time after receipt of this notice, to request disclosure of the nature and scope of any investigative consumer report. Please be advised that the nature and scope of the most common form of investigative consumer report obtained with regard to applicants for employment or volunteer position is an investigation into your education and /or employment history conducted by First Advantage Background Services Corp. ("First Advantage"), P.O. Box 105292, Atlanta, GA 30348, 1-800-845-6004. The scope of this notice and authorization is all-encompassing, however, allowing the YMCA to obtain from any outside organization all manner of consumer reports and investigative consumer report now and throughout the course of your engagement to the extent permitted by law. As a result, you should carefully consider whether to exercise your right to request disclosure of the nature and scope of any investigative consumer report.

## NOTICE REGARDING BACKGROUND INVESTIGATION PURSUANT TO CALIFORNIA LAW

**The Santa Monica Family YMCA** intends to obtain information about you from an investigative consumer reporting agency and/or a consumer credit reporting agency for employment and/or volunteering purposes. Thus, you can expect to be the subject of "investigative consumer reports" and consumer credit reports" obtained for employment or volunteer purposes. Such reports may include information about your character, general reputation, personal characteristics, and mode of living. With respect to any investigative consumer report from an investigative consumer reporting agency ("ICRA"), the Santa Monica Family YMCA may investigate the information contained in your employment or volunteer application and other background information about you, including but not limited to, obtaining a criminal record report, verifying references, work history, your social security number, your educational achievements, licensure, and certifications, your driving record and other information about you, and interviewing people who are knowledgeable about you. The results of this report may be used as a factor in making employment decisions. The source of any investigative consumer report (as that term is defined under California law) will be First Advantage Background Services Corp. ("First Advantage"), P.O. Box 105292, Atlanta, GA 30348, 1-800-845-6004. The source of any credit report will be First Advantage Background Services Corp. ("First Advantage"), P.O. Box 105292, Atlanta, GA 30348, 1-800-845-6004. Their Privacy Policy can be reviewed at <http://www.fadv.com/privacy-policy/>. The Santa Monica Family YMCA agrees to provide you with a copy of an investigative consumer report when required to do so under California law.

Under California Civil Code section 1786.22, you are entitled to find out from an ICRA what is in the ICRA's file on you with proper identification, as follows:

- In person, by visual inspection of your file during normal business hours and upon reasonable notice. You also may request a copy of the information in person. The ICRA may not charge you more than the actual copying cost for providing you with a copy of your file.
- A summary of all information contained in the ICRA's file on you which is required to be provided by the California Civil Code will be provided to you via telephone, if you have made a written request with proper identification for telephone disclosure and the toll charge, if any, for the telephone call is prepaid by or charged directly to you.
- By requesting a copy be sent to a specified addressee by certified mail. ICRAs complying with requests for certified mailings shall not be liable for disclosures to third parties caused by mishandling of mail after such mailings leave the ICRAs.

"Proper Identification" includes documents such as a valid driver's license, social security account number, military identification card, and credit cards. Only if you cannot identify yourself with such information may the ICRA require additional information concerning your employment and personal or family history in order to verify your identity.

The ICRA will provide trained personnel to explain any information furnished to you and will provide a written explanation of any coded information contained in files maintained on you. This written explanation will be provided whenever a file is provided to you for visual inspection.

You may be accompanied by one other person of your choosing, who must furnish reasonable identification. An ICRA may require you to furnish a written statement granting permission to the ICRA to discuss your file in such person's presence.





*Para información en español, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) o escribe a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.*

## **A Summary of Your Rights Under the Fair Credit Reporting Act**

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.**

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
  - a person has taken adverse action against you because of information in your credit report;
  - you are the victim of identity theft and place a fraud alert in your file;
  - your file contains inaccurate information as a result of fraud;
  - you are on public assistance;
  - you are unemployed but expect to apply for employment within 60 days.In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) for additional information.
- **You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.
- **You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) for an explanation of dispute procedures.
- **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.
- **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.
- **Access to your file is limited.** A consumer reporting agency may provide information about you only to people with a valid need – usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.



- **You must give your consent for reports to be provided to employers.** A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).
- **You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.** Unsolicited “prescreened” offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt-out with the nationwide credit bureaus at 1-888-567-8688.
- **The following FCRA right applies with respect to nationwide consumer reporting agencies:**

#### **CONSUMERS HAVE THE RIGHT TO OBTAIN A SECURITY FREEZE**

**You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.** The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

- **You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identity theft victims and active duty military personnel have additional rights.** For more information, visit [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. For information about your federal rights, contact:

TYPE OF BUSINESS:	CONTACT:
<p>1.a. Banks, savings associations, and credit unions with total assets of over \$10 billion and their affiliates.</p> <p>b. Such affiliates that are not banks, savings associations, or credit unions also should list, in addition to the CFPB:</p>	<p>a. Consumer Financial Protection Bureau 1700 G Street NW Washington, DC 20552</p> <p>b. Federal Trade Commission: Consumer Response Center – FCRA Washington, DC 20580 (877) 382-4357</p>
<p>2. To the extent not included in item 1 above:</p> <p>a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks</p> <p>b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and Insured State Branches of Foreign Banks), commercial lending companies owned or controlled by foreign banks, and organizations operating under section 25 or 25A of the Federal Reserve Act</p> <p>c. Nonmember Insured Banks, Insured State Branches of Foreign Banks, and insured state savings associations</p> <p>d. Federal Credit Unions</p>	<p>a. Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney Street, Suite 3450 Houston, TX 77010-9050</p> <p>b. Federal Reserve Consumer Help Center P.O. Box 1200 Minneapolis, MN 55480</p> <p>c. FDIC Consumer Response Center 1100 Walnut Street, Box #11 Kansas City, MO 64106</p> <p>d. National Credit Union Administration Office of Consumer Protection (OCP) Division of Consumer Compliance and Outreach (DCCO) 1775 Duke Street Alexandria, VA 22314</p>
<p>3. Air carriers</p>	<p>Asst. General Counsel for Aviation Enforcement &amp; Proceedings Aviation Consumer Protection Division Department of Transportation 1200 New Jersey Avenue, S.E. Washington, DC 20590</p>
<p>4. Creditors Subject to Surface Transportation Board</p>	<p>Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street SW s Washington, DC 20423</p>
<p>5. Creditors Subject to Packers and Stockyards Act</p>	<p>Nearest Packers and Stockyards Administration area supervisor</p>
<p>6. Small Business Investment Companies</p>	<p>Associate Deputy Administrator for Capital Access United States Small Business Administration 409 Third Street, SW, 8th Floor Washington, DC 20416</p>
<p>7. Brokers and Dealers</p>	<p>Securities and Exchange Commission 100 F Street NE Washington, DC 20549</p>
<p>8. Federal Land Banks, Federal Land Bank Associations, Federal Intermediate Credit Banks, and Production Credit Associations</p>	<p>Farm Credit Administration 1501 Farm Credit Drive McLean, VA 22102-5090</p>
<p>9. Retailers, Finance Companies, and All Other Creditors Not Listed Above</p>	<p>FTC Regional Office for region in which the creditor operates or Federal Trade Commission: Consumer Response Center – FCRA Washington, DC 20580 (877) 382-4357</p>