



## IMPORTANT TERMS OF OUR HOME EQUITY LINE OF CREDIT

**Retention of Information:** This Disclosure contains information about our Home Equity Line of Credit (“HELOC” or “line of credit”) Products (“Products” or “Plans”):

- Standard HELOC for amounts up to \$500,000
- Standard High Balance HELOC for amounts \$500,001 to \$1,000,000
- *FastTrack* HELOC for amounts up to \$150,000
- HELOC Prime Minus 1% for amounts up to \$500,000
- Trust Property Secured HELOC for amounts up to \$500,000

You should read this disclosure carefully and retain a copy for your records.

**Availability of Terms:** All the terms described below are subject to change. If any of these terms change (other than the Annual Percentage Rate, sometimes referred to as the “APR”) and you decide, as a result, not to enter into an agreement with us, you are entitled to receive a refund of any fees that you paid to us or anyone else you paid through us in connection with your application.

**Security Interest:** We will take a mortgage on your home. You could lose your home if you do not meet the obligations in your agreement with us.

**Possible Actions:** Under certain circumstances, we can (1) terminate your line, require you to pay us the entire outstanding balance in one payment, and change your certain fees; (2) refuse to make additional extensions of credit; and (3) reduce your credit limit.

If you ask, we will give you more specific information concerning when we can take these actions.

**Minimum Payment Requirements:** You can obtain advances of credit for 9 years and 9 months (the “draw period”). During the draw period, payment will be due monthly. Your minimum monthly payment will equal the finance charges that have accrued on the outstanding balance. Paying the minimum payment will not reduce your outstanding balance.

After the draw period ends, you will no longer be able to obtain credit advances and must pay the outstanding balance over 20 years and 2 months (the “repayment period”). During the repayment period, payments will be due monthly. Your minimum monthly payment will equal 1/242<sup>nd</sup> of the balance that was outstanding at the end of the draw period plus the finance charges that have accrued on the remaining balance.

### Minimum Payment Example:

- **Standard HELOC** - If you made only the minimum monthly payment and took no other credit advances, it would take you 360 months to pay off a credit advance of \$10,000 at an **Annual Percentage Rate of 3.25%**, a recent rate for this Plan. During that period, you would make 118 monthly payments varying between \$27.60 and \$24.93 followed by 242 payments varying

between \$68.40 and \$41.55.

- **Standard High Balance HELOC** - If you made only the minimum monthly payment and took no other credit advances, it would take you 360 months to pay off a credit advance of \$10,000 at an **Annual Percentage Rate of 4.25%**, a recent rate for this Plan. During that period, you would make 118 monthly payments varying between \$36.10 and \$32.60 followed by 242 payments varying between \$76.74 and \$41.88.
- **FastTrack HELOC** - If you made only the minimum monthly payment and took no other credit advances, it would take you 360 months to pay off a credit advance of \$10,000 at an **Annual Percentage Rate of 3.00%**, a recent rate for this Plan. During that period, you would make 118 monthly payments varying between \$25.48 and \$23.01 followed by 242 payments varying between \$66.32 and \$41.88.
- **HELOC Prime Minus 1%** - If you made only the minimum monthly payment and took no other credit advances, it would take you 360 months to pay off a credit advance of \$10,000 at an **Annual Percentage Rate of 3.50%**, a recent rate for this Plan. During that period, you would make 118 monthly payments varying between \$29.73 and \$26.85 followed by 242 payments varying between \$70.49 and \$41.88.
- **Trust Property Secured HELOC** - If you made only the minimum monthly payment and took no other credit advances, it would take you 360 months to pay off a credit advance of \$10,000 at an **Annual Percentage Rate of 3.75%**, a recent rate for this Plan. During that period, you would make 118 monthly payments varying between \$31.85 and \$28.77 followed by 242 payments varying between \$72.57 and \$41.88.

**Fees and Charges:** We do not charge you fees to open and maintain a line of credit. You will not pay fees to third parties to open a HELOC.

**Maximum Credit Line Amount:**

- Standard HELOC, HELOC Prime Minus 1%, & Trust Property Secured HELOC - \$500,000
- Standard High Balance HELOC - \$1,000,000
- *FastTrack* HELOC - \$150,000

**Minimum Draw and Other Draw Requirements:**

- You may request Draws (also referred to as advances) from your HELOC Account only through a First County Bank Online Banking Account in your name. Advances made through your Online Banking Account Profile will be deposited into an authorized First County Bank deposit account linked to your Online Banking Profile.
- HELOC Prime Minus 1% HELOC - \$25,000 at origination and \$500, or the amount of your available credit thereafter.
- Standard HELOC, Standard High Balance HELOC, *FastTrack* HELOC, & Trust Property Secured HELOC - \$500, or the amount of your available credit.

**Interest Rate Discount (Special Introductory Rate):**

- Standard HELOC, Standard High Balance HELOC, & Trust Property Secured HELOC – None
- *FastTrack* HELOC - Auto Pay Special Introductory Rate: In return for your having your minimum monthly payment automatically deducted from a First County Bank checking account ("Auto

Pay”), the Annual Percentage Rate on your HELOC will be discounted by one quarter of one percentage point (0.25%). This Special Introductory Rate will be in effect for the full term of your account, provided you continue to maintain Auto Pay of your monthly minimum payment. If you, or we, discontinue your Auto Pay the 0.25% discount will be removed from your account effective the first day of the billing cycle immediately following the billing cycle in which your Auto Pay was discontinued, and you will be charged interest based on the index then in effect.

- HELOC Prime Minus 1% Special Introductory Rate: If you take a minimum \$25,000 initial draw with three (3) business days of the date of the closing of your HELOC, the Annual Percentage Rate on your HELOC will be discounted by one percentage point (1.00%). This HELOC Prime Minus 1% Special Introductory Rate will be in effect for the first twenty-four (24) billing cycles of your HELOC (the Special Introductory Period). Effective with the 25<sup>th</sup> billing cycle interest due on your outstanding loan balance will be calculated using the index then in effect, with no discount. Certain credit and property conditions apply. Refinancing of existing First County Bank HELOC loan or line balances are not eligible.

**Tax Deductibility:** You should consult a tax advisor regarding the deductibility of interest and charges for the HELOC.

**Variable-Rate Information:** These lines of credit have a variable-rate feature, and the Annual Percentage Rate (corresponding to the periodic rate) and as a result the monthly minimum payment can change.

- The Annual Percentage Rate (APR) includes only interest and no other costs.
- The APR is based on the value of an index. The index is the Wall Street Journal Prime Rate (“WSJ Prime”) on the first day of each billing cycle. WJS Prime is published in the Money Rates section of *The Wall Street Journal*. To determine the APR that will apply to your line of credit, we may add a margin to the value of the index, as shown below:
  - Standard HELOC, *FastTrack* HELOC, and HELOC Prime Minus 1% – No Margin
  - Standard High Balance HELOC – 1.00% Margin
  - Trust Property Secured HELOC – 0.50% Margin
- The APR can change each month on the first day of your billing cycle.
- The initial interest rate (APR) will be in effect until the first day of the billing cycle immediately following a change in the index.
- For Home Equity Lines of Credit with a Special Introductory Rate, the initial APR is not based on the index used to make later rate adjustments.
- Maximum APR: The maximum APR that can apply to the Plans disclosed is 18%.
- Minimum APR: Your APR will never be less than:
  - Standard HELOC – 3.25%
  - Standard High Balance HELOC – 4.25%
  - *FastTrack* HELOC – 3.00%
  - HELOC Prime Minus 1% – 2.25% during the special introductory period and 3.25% for the remaining term following the end of the special introductory period for all outstanding balances under your HELOC Account.
  - Trust Property Secured HELOC – 3.75%
- Except for the maximum and minimum APRs there are no limits on the amount the APR can change.

Ask us for the current index values, margins, discounts, or premiums, and Annual Percentage Rates.

**Maximum Rate and Payment Examples:** If you had an outstanding balance of \$10,000 during the draw period the minimum monthly payment at the maximum ANNUAL PERCENTAGE RATE of 18% would be \$150.00. The maximum Annual Percentage Rate could be reached during the first month of the Draw Period or any month thereafter.

If you had an outstanding balance of \$10,000 at the beginning of the repayment period, the minimum monthly payment at the maximum Annual Percentage Rate of 18.00% would be \$191.32. This Annual Percentage Rate could be reached during first month of the repayment period or any month thereafter.

**Historical Example:** The following tables show how the Annual Percentage Rates and the minimum monthly payments for a single \$10,000 credit advance would have changed based on changes in the index over the past 15 years. The index values are from the first business day of January of each year. While only one payment amount per year is shown, payments would have varied during the year.

The table assumes that no additional credit advances were taken, that only the minimum payments were made each month, and that the APR remained constant during each year. The table does not necessarily reflect how the index, or your payments will change in the future. After you open a credit line of credit, rate information will be provided on periodic statements that we will send you.

#### Plan Comparison Historical Example:

		Standard Plan			Standard High Balance Plan			Plan Fast Track with 0.25% Discount <sup>2</sup>			Plan Prime Minus with 1.00% Discount for First 24 Months <sup>3</sup>			Trust Property Secured Plan		
Year	Index All Products	Margin <sup>1</sup>	ANNUAL PERCENTAGE RATE	Monthly Payments	Margin <sup>1</sup>	ANNUAL PERCENTAGE RATE	Monthly Payments	Margin <sup>1</sup>	ANNUAL PERCENTAGE RATE	Monthly Payments	Margin <sup>1</sup>	ANNUAL PERCENTAGE RATE	Monthly Payments	Margin <sup>1</sup>	ANNUAL PERCENTAGE RATE	Monthly Payments
Draw Period																
2008	7.25%	0.00%	7.25%	\$60.42	1.00%	8.25%	\$68.75	0.00%	7.00%	\$58.33	0.00%	6.25%	\$52.08	0.50%	7.75%	\$64.58
2009	3.25%	0.00%	3.25%	\$27.08	1.00%	4.25%	\$35.42	0.00%	3.00%	\$25.00	0.00%	3.50%	\$29.17	0.50%	3.75%	\$31.25
2010	3.25%	0.00%	3.25%	\$27.08	1.00%	4.25%	\$35.42	0.00%	3.00%	\$25.00	0.00%	3.50%	\$29.17	0.50%	3.75%	\$31.25
2011	3.25%	0.00%	3.25%	\$27.08	1.00%	4.25%	\$35.42	0.00%	3.00%	\$25.00	0.00%	3.50%	\$29.17	0.50%	3.75%	\$31.25
2012	3.25%	0.00%	3.25%	\$27.08	1.00%	4.25%	\$35.42	0.00%	3.00%	\$25.00	0.00%	3.50%	\$29.17	0.50%	3.75%	\$31.25
2013	3.25%	0.00%	3.25%	\$27.08	1.00%	4.25%	\$35.42	0.00%	3.00%	\$25.00	0.00%	3.50%	\$29.17	0.50%	3.75%	\$31.25
2014	3.25%	0.00%	3.25%	\$27.08	1.00%	4.25%	\$35.42	0.00%	3.00%	\$25.00	0.00%	3.50%	\$29.17	0.50%	3.75%	\$31.25
2015	3.25%	0.00%	3.25%	\$27.08	1.00%	4.25%	\$35.42	0.00%	3.00%	\$25.00	0.00%	3.50%	\$29.17	0.50%	3.75%	\$31.25
2016	3.50%	0.00%	3.50%	\$29.17	1.00%	4.50%	\$37.50	0.00%	3.25%	\$27.08	0.00%	3.50%	\$29.17	0.50%	4.00%	\$33.33
2017	3.75%	0.00%	3.75%	\$31.25	1.00%	4.75%	\$39.58	0.00%	3.50%	\$29.17	0.00%	3.75%	\$31.25	0.50%	4.25%	\$35.42
Repayment Period																
2018	4.50%	0.00%	4.50%	\$78.82	1.00%	5.50%	\$87.15	0.00%	4.25%	\$76.74	0.00%	4.50%	\$78.82	0.50%	5.00%	\$82.99
2019	5.50%	0.00%	5.50%	\$87.15	1.00%	6.50%	\$95.49	0.00%	5.25%	\$85.07	0.00%	5.50%	\$87.15	0.50%	6.00%	\$91.32
2020	4.75%	0.00%	4.75%	\$80.90	1.00%	5.75%	\$89.24	0.00%	4.50%	\$78.82	0.00%	4.75%	\$80.90	0.50%	5.25%	\$85.07
2021	3.25%	0.00%	3.25%	\$68.40	1.00%	4.25%	\$76.74	0.00%	3.00%	\$66.32	0.00%	3.50%	\$70.49	0.50%	3.75%	\$72.57
2022	3.25%	0.00%	3.25%	\$68.40	1.00%	4.25%	\$76.74	0.00%	3.00%	\$66.32	0.00%	3.50%	\$70.49	0.50%	3.75%	\$72.57

<sup>1</sup>This is a margin we have used recently; your margin may be different.

<sup>2</sup>This Annual Percentage Rate reflects a discount that we have provided recently, your Plan may not be discounted or may be discounted by a different amount.

<sup>3</sup>This Annual Percentage Rate reflects a discount that we have provided recently for the first twenty-four (24) months of the term, your Plan may not be discounted or may be discounted by a different amount.

# What you should know about home equity lines of credit



Consumer Financial  
Protection Bureau

January 2014

WHAT YOU SHOULD KNOW ABOUT

# Home Equity Lines of Credit (HELOC)

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Borrowing from the  
value of your home



Consumer Financial  
Protection Bureau



An official publication of the U.S. government

## How to use the booklet

When you and your lender discuss home equity lines of credit, often referred to as HELOCs, you receive a copy of this booklet. It helps you explore and understand your options when borrowing against the equity in your home.

You can find more information from the Consumer Financial Protection Bureau (CFPB) about home loans at [cfpb.gov/mortgages](https://cfpb.gov/mortgages). You'll also find other mortgage-related CFPB resources, facts, and tools to help you take control of your borrowing options.

## About the CFPB

The CFPB is a 21st century agency that implements and enforces federal consumer financial law and ensures that markets for consumer financial products are fair, transparent, and competitive.

This pamphlet, titled What you should know about home equity lines of credit, was created to comply with federal law pursuant to 15 U.S.C. 1637a(e) and 12 CFR 1026.40(e).

## How can this booklet help you?

This booklet can help you decide whether home equity line of credit is the right choice for you, and help you shop for the best available option.

A home equity line of credit (HELOC) is a loan that allows you to borrow, spend, and repay as you go, using your home as collateral.

Typically, you can borrow up to a specified percentage of your equity. Equity is the value of your home minus the amount you owe on your mortgage.

**Consider a HELOC if you are confident you can keep up with the loan payments. If you fall behind or can't repay the loan on schedule, you could lose your home.**

## After you finish this booklet:

- You'll understand the effect of borrowing against your home
- You'll think through your borrowing and financing options, besides a HELOC
- You'll see how to shop for your best HELOC offer
- You'll see what to do if the economy or your situation changes

# Compare a HELOC to other money sources

Before you decide to take out a HELOC, it might make sense to consider other options that might be available to you, like the ones below.

## TIP

Renting your home out to other people may be prohibited under the terms of your line of credit.

MONEY SOURCE	HOW MUCH CAN YOU BORROW	VARIABLE OR FIXED RATE	IS YOUR HOME AT RISK?	TYPICAL ADVANTAGES	TYPICAL DISADVANTAGES
<b>HELOC</b> <i>You borrow against the equity in your home</i>	Generally a percentage of the appraised value of your home, minus the amount you owe on your mortgage	Variable, typically	Yes	Continue repaying and borrowing for several years without additional approvals or paperwork	Repayment amount varies; repayment is often required when you sell your home
<b>SECOND MORTGAGE OR HOME EQUITY LOAN</b> <i>You borrow against the equity in your home</i>	Generally a percentage of the appraised value of your home, minus the amount you owe on your mortgage	Fixed	Yes	Equal payments that pay off the entire loan	If you need more money, you need to apply for a new loan; repayment is often required when you sell your home
<b>CASH-OUT REFINANCE</b> <i>You replace your existing mortgage with a bigger mortgage and take the difference in cash</i>	Generally a percentage of the appraised value of your home; the amount of your existing loan plus the amount you want to cash out	Variable or fixed	Yes	Continue to make just one mortgage payment	Closing costs are generally higher; it may take longer to pay off your mortgage; interest rate may be higher than your current mortgage
<b>PERSONAL LINE OF CREDIT</b> <i>You borrow based on your credit, without using your home as collateral</i>	Up to your credit limit, as determined by the lender	Variable, typically	No	Continue repaying and borrowing for several years without additional approvals or paperwork	Solid credit is required; you may need to pay the entire amount due once a year; higher interest rate than a loan that uses your home as collateral



# Compare a HELOC to other money sources

MONEY SOURCE	HOW MUCH CAN YOU BORROW	VARIABLE OR FIXED RATE	IS YOUR HOME AT RISK?	TYPICAL ADVANTAGES	TYPICAL DISADVANTAGES
<b>RETIREMENT PLAN LOAN</b> <i>You borrow from your retirement savings in a 401(k) or similar plan through your current employer</i>	Generally, up to 50% of your vested balance or \$50,000, whichever is less	Fixed	No	Repay through paycheck deductions; paperwork required but no credit check and no impact on your credit score	If you leave or lose your job, repay the whole amount at that time or pay taxes and penalties; spouse may need to consent
<b>HOME EQUITY CONVERSION MORTGAGE (HECM)</b> <i>You must be age 62 or older, and you borrow against the equity in your home</i>	Depends on your age, the interest rate on your loan, and the value of your home	Fixed or variable	Yes	You don't make monthly loan payments—instead, you typically repay the loan when you move out, or your survivors repay it after you die	The amount you owe grows over time; you might not have any value left in your home if you want to leave it to your heirs
<b>CREDIT CARD</b> <i>You borrow money from the credit card company and repay as you go</i>	Up to the amount of your credit limit, as determined by the credit card company	Fixed or variable	No	No minimum purchase; consumer protections in the case of fraud or lost or stolen card	Higher interest rate than a loan that uses your home as collateral
<b>FRIENDS AND FAMILY</b> <i>You borrow money from someone you are close to</i>	Agreed on by the borrower and lender	Variable, fixed or other	No	Reduced waiting time, fees, and paperwork compared to a formal loan	Forgiven loans and unreported or forgiven interest can complicate taxes, especially for large loans; can jeopardize important personal relationships if something goes wrong

# How HELOCs work

## PREPARE FOR UP-FRONT COSTS

Some lenders waive some or all of the up-front costs for a HELOC. Others may charge fees. For example, you might get charged:

- A fee for a property **appraisal**, which is a formal estimate of the value of your home
- An application fee, which might not be refunded if you are turned down
- Closing costs, including fees for attorneys, title search, mortgage preparation and filing, property and title insurance, and taxes

## PULL MONEY FROM YOUR LINE OF CREDIT

Once approved for a HELOC, you can generally spend up to your credit limit whenever you want. When your line of credit is open for spending, you are in the **borrowing period**, also called the **draw period**. Typically, you use special checks or a credit card to draw on your line. Some plans require you to borrow a minimum amount each time (for example, \$300) or keep a minimum amount outstanding. Some plans require you to take an initial amount when the credit line is set up.

## MAKE REPAYMENTS DURING THE “DRAW PERIOD”

Some plans set a minimum monthly payment that includes a portion of the **principal** (the amount you borrow) plus accrued interest. The portion of your payment that goes toward principal typically does not repay the principal by the end of the term. Other plans may allow payment of the interest only, during the draw period, which means that you pay nothing toward the principal.

If your plan has a variable interest rate, your monthly payments may change even if you don't draw more money.

## ENTER THE “REPAYMENT PERIOD”

Whatever your payment arrangements during the draw period—whether you pay some, a little, or none of the principal amount of the loan—when the draw period ends you enter a repayment period. Your lender may set a schedule so that you repay the full amount, often over ten or 15 years.

Or, you may have to pay the entire balance owed, all at once, which might be a large amount called a **balloon payment**. You must be prepared to make this **balloon payment** by refinancing it with the lender, getting a loan from another lender, or some other means. If you are unable to pay the balloon payment in full, you could lose your home.

## RENEW OR CLOSE OUT THE LINE OF CREDIT

At the end of the repayment period, your lender might encourage you to leave the line of credit open. This way you don't have to go through the cost and expense of a new loan, if you expect to borrow again. Be sure you understand if annual maintenance fees or other fees apply, even if you are not actively using the credit line.

## TIP

If you sell your home, you are generally required to pay off your HELOC in full immediately. If you are likely to sell your home in the near future, consider whether or not to pay the up-front costs of setting up a line of credit.



## GET THREE HELOC ESTIMATES

*Shopping around lets you compare costs and features, so you can feel confident you're making the best choice for your situation.*

		OFFER A	OFFER B	OFFER C
Initiating the HELOC				
Credit limit	\$			
First transaction	\$			
Minimum transaction	\$			
Minimum balance	\$			
Fixed annual percentage rate	%			
Variable annual percentage rate	%			
» Index used and current value				
» Amount of margin				
» Frequency of rate adjustments				
» Amount/length of discount rate (if any)				
» Interest rate cap and floor				
Length of plan				
» Draw period				
» Repayment period				
Initial fees				
» Appraisal fee	\$			
» Application fee	\$			



### GET THREE HELOC ESTIMATES

*Shopping around lets you compare costs and features, so you can feel confident you're making the best choice for your situation.*

		OFFER A	OFFER B	OFFER C
» Up-front charges, including points	\$			
» Early termination fee	\$			
» Closing costs				
During the draw period				
» Interest and principal payments	\$			
» Interest-only payments?	\$			
» Fully amortizing payments	\$			
» Annual fee (if applicable)	\$			
» Transaction fee (if applicable)	\$			
» Inactivity fee	\$			
» Prepayment and other penalty fees	\$			
During the repayment period				
» Penalty for overpayments?				
» Fully amortizing payment amount?				
» Balloon repayment of full balance owed?				
» Renewal available?				
» Refinancing of balance by lender?				
» Conversion to fixed-term loan?				

## How variable interest rates work

Home equity lines of credit typically involve variable rather than fixed interest rates.

A variable interest rate generally has two parts: the index and the margin.

An **index** is a measure of interest rates generally that reflects trends in the overall economy. Different lenders use different indexes in their loans. Common indexes include the U.S. prime rate and the Constant Maturity Treasury (CMT) rate. Talk with your lender to find out more about the index they use.

The **margin** is an extra percentage that the lender adds to the index.

Lenders sometimes offer a temporarily discounted interest rate for home equity lines—an introductory or **teaser rate** that is unusually low for a short period, such as six months.

## Rights and responsibilities

Lenders are required to disclose the terms and costs of their home equity lines of credit. They need to tell you:

- Annual percentage rate (APR)
- Information about variable rates
- Payment terms
- Requirements on transactions, such as minimum draw amounts and number of draws allowed per year

- Annual fees
- Miscellaneous charges

You usually get these disclosures when you receive a loan application, and you get additional disclosures before the line of credit is opened. In general, the lender cannot charge a nonrefundable fee as part of your application until three days after you have received the disclosures.

If the lender changes the terms before the loan is made, you can decide not to go forward with it, and the lender must return all fees. There is one exception: the variable interest rate might change, and in that case if you decide not to go ahead with the loan, your fees are not refunded.

Lenders must give you a list of HUD-approved housing counselors in your area. You can talk to counselor about how HELOCs work and get free or low-cost help with budgeting and money management.

### Right to cancel (also called right to rescind)

If you change your mind for any reason, under federal law, you can cancel the credit line in the first three days. Notify the lender in writing within the first three days after the account was opened. The lender must then cancel the loan and return the fees you paid, including application and appraisal fees.

### TIP

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Some HELOCs let you convert some of your balance to a fixed interest rate. The fixed interest rate is typically higher than the variable rate, but it means more predictable payments.

## If something changes during the course of the loan

HELOCs generally permit the lender to freeze or reduce your credit line if the value of your home falls or if they see a change for the worse in your financial situation. If this happens, you can:

- **Talk with your lender.** Find out the reason for the freeze or reduction. You might need to check your credit reports for errors that might have caused a downgrade in your credit. Or, you might need to talk with your lender about a new appraisal on your home and make sure the lender agrees to accept a new appraisal as valid.
- **Shop for another line of credit.** If another lender offers you a line of credit, you may be able to use that to pay off your original line of credit. Application fees and other fees may apply for the new loan.



### WELL DONE!

For most people, a home is their most valuable asset. A HELOC can help you make the most of this asset, when you understand the ins and outs and know what to expect.



## In this booklet:

### **ASK YOURSELF**

Have I considered other sources of money and loans, besides a HELOC?

Have I shopped around for HELOC features and fees?

Am I comfortable with the worst-case scenario, where I could lose my home?

### **ONLINE TOOLS**

**CFPB website**  
[cfpb.gov](https://cfpb.gov)

**Answers to common questions**  
[cfpb.gov/askcfpb](https://cfpb.gov/askcfpb)

**Tools and resources for home buyers**  
[cfpb.gov/owning-a-home](https://cfpb.gov/owning-a-home)

**Talk to a HUD-approved housing counselor**  
[cfpb.gov/find-a-housing-counselor](https://cfpb.gov/find-a-housing-counselor)

**Submit a complaint**  
[cfpb.gov/complaint](https://cfpb.gov/complaint)