



**Office Use Only**

Vol. Type \_\_\_\_\_

Supervisor \_\_\_\_\_

# VOLUNTEER APPLICATION

## HAGERSTOWN YMCA

Today's Date \_\_\_\_\_

First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email Address \_\_\_\_\_ DOB \_\_\_\_\_ Sex:  M  F

Copy of Photo ID Attached:  Yes  No  Not Applicable

What would you like to do as a volunteer? \_\_\_\_\_

Special professional training, skills, hobbies, etc. \_\_\_\_\_

Special Certification (i.e. CPR, Medical, etc.) \_\_\_\_\_

Have you ever been convicted of or plead guilty to any crime?:  Yes or  No

If yes, describe \_\_\_\_\_

Have you ever been refused participation in any youth programs?:  Yes or  No

If yes, describe \_\_\_\_\_

Availability: Monday \_\_\_\_\_ Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_

Thursday \_\_\_\_\_ Friday \_\_\_\_\_ Saturday \_\_\_\_\_

Sunday \_\_\_\_\_ First Day of Volunteering \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_ Relationship to Volunteer \_\_\_\_\_

Cell Phone \_\_\_\_\_ Alternate Phone \_\_\_\_\_

**Volunteer Waiver:** As a condition of volunteering, I give permission for the Hagerstown YMCA to conduct a background check on me, which may include a review of sex offender registries, child abuse, and criminal history records. I understand that, if appointed, my position is conditional upon the YMCA receiving no inappropriate information on my background. I hereby release and agree to hold harmless from liability the Hagerstown YMCA, the officers, employees, and volunteers thereof, or any other person or organization that might provide such information. I also understand that, prior to the expiration of my term, I am subject to suspension by the Director of the Program, and removal by the CEO for violation of the Hagerstown YMCA policies or principals. The YMCA will not discriminate against any person on the basis of race, creed, color, national origin, marital status, gender, sexual orientation, or disability.

**Volunteer Liability:** By my signature below, I acknowledge that there are inherent risks and dangers associated with recreation programs and/or volunteering and therefore, I understand that the YMCA of Hagerstown, Maryland, INC. (YMCA) assumes no responsibility for injuries which I may sustain as a result of my physical condition, my use of any facilities, or my participation in any activities, programs, exercise, or use of equipment. I acknowledge on behalf of myself, my spouse/partner, and my heirs that I assume the risk of any and all injuries, illness, death, loss of damage which may result from any of the foregoing. I release and discharge the YMCA, its agents, servants, and employees from any and all claims of injury, illness, death, and loss of damage which I may suffer as a result of my physical condition, improper use of equipment, use of any facility, or participation in activities.

**YMCA Core Values, Code of Conduct, and Expectations:** I acknowledge that I received the Code of Conduct and Expectations, and by my signature below, I agree to abide by the Code of Conduct and Expectations set forth by the YMCA of Hagerstown, MD.

**Child Abuse and Prevention:** I acknowledge that I received the Child Abuse and Prevention Code of Conduct, and by my signature below, I agree to abide by the Code of Conduct set forth by the YMCA of Hagerstown, MD.

**Social Media Policy:** I acknowledge that I received Social Media Policy, and by my signature below, I agree to abide by the policy set forth by the YMCA of Hagerstown, MD.

**Mobile Device Policy:** I acknowledge that I received the Cell Phone/Mobile Device Policy, and by my signature below, I agree to abide by the policy set forth by the YMCA of Hagerstown, MD.

I have read and acknowledge the waivers and policies and I am in agreement with the terms and conditions.

Signature \_\_\_\_\_ Date \_\_\_\_\_

PLEASE READ CAREFULLY BEFORE SIGNING

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Printed Name of Volunteer: \_\_\_\_\_

**IF VOLUNTEER IS AT LEAST 18 YEARS OLD, THEN VOLUNTEER MUST READ AND SIGN BELOW:**

I understand as a volunteer, that I am not an employee of the Hagerstown YMCA and understand and agree that I will not receive any compensation or benefit nor be eligible for any coverage under the Maryland Workers Compensation Laws.

I HAVE CAREFULLY READ THE FOREGOING STATEMENT, UNDERSTAND ITS CONTENTS AND ACKNOWLEDGE THAT I AM SOLELY RESPONSIBLE FOR ANY INJURIES INCURRED WHILE VOLUNTEERING WITH THE HAGERSTOWN YMCA.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_

**IF VOLUNTEER IS UNDER 18 YEARS OLD, PARENTS MUST READ AND SIGN BELOW** (Both Parents/Guardians must sign):

I understand as my minor child is a volunteer, that my minor child is not an employee of the Hagerstown YMCA and understand and agree that my minor child will not receive any compensation or benefit nor be eligible for any coverage under the Maryland Workers Compensation Laws.

I HAVE CAREFULLY READ THE FOREGOING STATEMENT, UNDERSTAND ITS CONTENTS, AND ACKNOWLEDGE THAT I AM SOLELY RESPONSIBLE FOR ANY INJURIES INCURRED BY MY MINOR CHILD WHILE HE OR SHE IS VOLUNTEERING WITH THE HAGERSTOWN YMCA.

Printed Name of Parent/Guardian \_\_\_\_\_ Signature of Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Parent/Guardian \_\_\_\_\_ Signature of Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_

# YMCA CORE VALUES

The Hagerstown YMCA strives to emphasize the four core values of Respect, Honesty, Responsibility and Caring into all of our programs.

## CODE OF CONDUCT

The Code of Conduct identifies the standard behavior which is expected of all Hagerstown YMCA members, coaches, parents, directors, volunteers, staff, and chaperones.

The Hagerstown YMCA is committed to providing a safe and welcoming environment for all of our members and guests. To ensure safety and comfort for all, we ask individuals to act appropriately at all times when they are in the facility or participating in YMCA programs. We expect persons to behave in a mature and responsible way, and to respect the rights and dignity of others.

Our Code of Conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. Examples include but are not limited to the following:

- Angry or vulgar language, including swearing, name calling and shouting.
- Physical contact with another person in an angry or threatening way.
- Demonstration of sexual activity or sexual contact with another person, or persons listed on a sexual offenders list or accused of a sexual crime.
- Harassment or intimidation by words, gestures, body language, or any other menacing behavior.
- Behavior which may lead to, or results in, the theft or destruction of property.
- Carrying or concealing any weapons or devices which may be used as weapons.
- Wearing of attire which exposes undergarment.

Failure to comply with the Code of Conduct may result in disciplinary action in accordance with the policies of the Hagerstown YMCA. Such action may result in the individual losing the privilege to volunteer at the Hagerstown YMCA.

## EXPECTATIONS

Volunteers are expected to greet members and guests of the Y with smiles and a positive, welcoming demeanor. Should a member or guest have a question, a volunteer should direct him/her to the front desk.

# **Child Abuse and Prevention Code of Conduct**

## **YMCA of Hagerstown, Maryland**

1. To protect YMCA staff, volunteers, and program members, at no time during a program may a staff person be alone with a single child where he or she cannot be observed by others. Staff should space themselves in such a way that other staff can see them.
2. Staff shall never leave a child unsupervised.
3. Restroom supervision: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway of the restroom while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with the child). If staff are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a restroom alone on a field trip or at other off-site locations. Always send children in threes (known as the Rule of Three), and whenever possible, with staff.
4. Staff 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.
5. Staff shall not abuse children in any way, including:
  - physical abuse – striking, spanking, shaking, slapping, etc.;
  - verbal abuse – humiliating, degrading, threatening, etc.;
  - sexual abuse – touching or speaking inappropriately;
  - mental abuse – shaming, withholding kindness, being cruel, etc.;
  - neglect – withholding food, water, or basic care.
6. Staff must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age-appropriate expectation and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
7. Staff will conduct a health check of each child upon his or her arrival each time the program meets, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a nonthreatening way. Staff will document any questionable marks or responses. YMCA staff are mandated reporters of suspected abuse. Reporting to a supervisor does not abrogate the responsibility of being a mandated reporter.
8. Staff will respond to children with respect and consideration and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
9. Staff will respect children's right not to be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of the body that would be covered by a bathing suit.

10. Staff will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
11. Staff are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
12. Staff must appear clean, neat, and appropriately attired.
13. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
14. Smoking or using tobacco in the presence of children or parents during working hours is prohibited.
15. Possession or use of any type of weapon or explosive device is prohibited.
16. Using YMCA computers to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships is not allowed.
17. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
18. Staff may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to prior administrator approval.
19. Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
20. Staff will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
21. Staff should not give excessive gifts (e.g., TV, video games, jewelry) to youth.
22. Staff may not date program participants who are under the age of 18.
23. Under no circumstances should staff 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).
24. Staff are to report to a supervisor and other staff or volunteer who violates any of these policies listed in this Code of Conduct.
25. Staff 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.
26. Staff will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.

# **Employee/Volunteer Social Media Policy**

## **YMCA of Hagerstown, Maryland**

The YMCA of Hagerstown does not intend to interfere with an employee's/volunteer's private life, but publicly observable communications, actions, or words are not private. All YMCA staff must use good judgment and discretion. If you want your use of technology to be private, do not allow it to be seen in the electronic public forum. If you or your words are public, make sure they are not contradictory to your role at the YMCA and are reflective of the mission and values of our association.

As a YMCA employee/volunteer, it is every staff member's responsibility to deliver on our mission. This includes all dealings with the community; inside and outside the workplace, both on and off duty. It is the responsibility of the YMCA employee/volunteer to avoid any inappropriate speech or behavior in the presence of our community members at all times, including, but not limited to, voicemail at work and online profiles.

Employees/volunteers are responsible for the content of all text, audio, or images that are placed or sent over the Internet. This includes, but is not limited to, fraudulent, abusive, profane, harassing or obscene messages or derogatory or inflammatory remarks about an individual's or group's race, religion, national origin, physical attributes, or sexual orientation. This content will put you at risk for disciplinary action up to and including termination.

If you choose to have an online profile, please be aware that you are putting yourself at risk. Whenever possible, the YMCA recommends making private your online accounts or profiles. The less that you put online, the less you can be held accountable for. You are solely responsible for legal liability arising from, or relating to, the content you've put online.

The YMCA is constantly doing their best to protect the identities of their participants and staff. The YMCA recommends that no employee initiates contact with program participants. If a participant is under the age of 18 and is not a staff member, the YMCA of Hagerstown prohibits employees/volunteers from "friending", "following", "liking", or having a private association with them. Supervisors reserve the right to question employees/volunteers about their online relations with program participants. These put you at risk for everything up to and including termination.

The personal use of photos, logos, or images of the YMCA or its programs and participants is prohibited. When using YMCA photos, logos, and images in professional communications, you should be especially careful to follow National Brand Compliance.

Unless specifically authorized by the YMCA, time spent participating in the above-mentioned computer activities must not interfere with your job duties. If a manager determines that an employee is not working to his/her full potential because of personal misuse of YMCA technology, disciplinary action will be taken up to and including termination of employment.

# **Employee/Volunteer Cell Phone/Mobile Device Policy**

## **YMCA of Hagerstown, Maryland**

Employees/Volunteers may carry person cell phones/mobile devices with them on company time, subject to the following restrictions:

- All phone calls/texts will be received or made during break periods or lunch periods as set forth by immediate supervisor.
- Except for break periods, employees/volunteers will neither take incoming nor make outgoing calls/texts during work hours except in case of emergency.
- Employees/volunteers, while operating vehicle or equipment, will not use call phones/mobile devices, regardless of whether a hands-free device is used, under the following conditions:
  - When operating personal motor vehicles or equipment (either owned, leased, rented, or borrowed) while conducting Company business;
  - When operating Company motor vehicles or equipment (either owned, leased, rented, or borrowed); and/or
  - When operating motor vehicles or equipment when on Company property. Company property is any place the YMCA of Hagerstown conducts business or provides services or programs.
- The company assumes no liability for loss or damage to employees' personal property, including cell phones/mobile devices carried on company equipment or left on company property. Employees/volunteers assume the risk of loss or damage to cell phones or other electronic devices carried by employees/volunteers during their workday.
- Personal use of cell phones/mobile devices during company work hours is considered outside the employees' scope of employment.
- Anytime the company or supervisor receives a complaint or suspects that an employee is violating this policy, the company or the supervisor may require the employee to turn over the cell phone/mobile device until the end of the employee's/volunteer's work shift.
- Employees/volunteers in violation of this policy may be subject to disciplinary action.

## DISCLOSURE REGARDING CONSUMER REPORT BACKGROUND CHECK

*Please read carefully before signing.*

In considering you for employment and, if you are employed, in considering you for subsequent promotion, assignment, reassignment, retention, or discipline, the Young Men's Christian Association of Hagerstown, Maryland Inc. ("the Company") may obtain information about you from a third party consumer reporting agency. Thus, you may be the subject of a "consumer report" which may include information about your character, general reputation, personal characteristics, and/or mode of living. These reports may contain information regarding your credit history, criminal history, social security verification, motor vehicle records ("driving records").

These searches will be conducted by IntelliCorp Records, Inc., 3000 Auburn Dr., Suite 410: Beachwood, OH 44122; or phone: 1-888-946-8355; or website: [www.intellicorp.net](http://www.intellicorp.net).

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

\_\_\_\_\_  
Date



## ACKNOWLEDGEMENT AND AUTHORIZATION FOR BACKGROUND CHECK

I acknowledge receipt of the separate stand-alone Disclosure and certify that I have read and understand it and this authorization. I hereby authorize the obtaining of "consumer reports" by the Young Men's Christian Association of Hagerstown, Maryland Inc. at any time after receipt of this authorization and throughout my employment, if applicable. To this end, I hereby authorize, without reservation, any law enforcement agency, administrator, state or federal agency, institution, school or university (public or private), information service bureau, employer, or insurance company to furnish any and all background information requested by **IntelliCorp Records, 3000 Auburn Drive, Suite 410, Beachwood, Ohio 44122; Tel. No. 1.888.946.8533; [www.intellicorp.net](http://www.intellicorp.net).**

I do \_\_\_\_\_ do not \_\_\_\_\_ authorize you to contact, through IntelliCorp Records, *my current* employer for Employment and Reference Verifications. (*Checking "I do" will authorize inquiries to the Human Resources Department and to any listed supervisors.*)

I also consent to have any legally required notices sent electronically.

\_\_\_\_\_  
Printed Name

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Legal Guardian Signature  
(for searches conducted on minors under  
the age of 18)

\_\_\_\_\_  
Date

**PERSONAL DATA**

\_\_\_\_\_  
Last Name                      First Name                      Middle Name

\_\_\_\_\_  
Date of Birth                      Driver's License #                      State

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Current Address                      Dates Lived Here

Addresses for the past seven years (include street,  
city, state, zip code)                      Dates of Residence

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Other Names Used (including maiden name)                      Years Used

\_\_\_\_\_  
Email address (may be used for official correspondence)

I have the right to make a request to **IntelliCorp Records, Inc.**, upon proper identification, to request the nature and substance of all information in its files on me at the time of my request, including sources of information, and the recipients of any reports on me which **IntelliCorp Records, Inc.** has previously furnished within the two year period preceding my request.

\_\_\_\_\_  
Printed Name                      Applicant Signature                      Date



## 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 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 1-888-5-OPTOUT (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:**

<b>TYPE OF BUSINESS:</b>	<b>CONTACT:</b>
<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, N.W. Washington, DC 20552</p> <p>b. Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue, N.W. 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 Financial Protection (OCFP) Division of Consumer Compliance Policy and Outreach 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 the Surface Transportation Board</p>	<p>Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street, S.W. Washington, DC 20423</p>
<p>5. Creditors Subject to the Packers and Stockyards Act, 1921</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, S.W., Suite 8200 Washington, DC 20416</p>
<p>7. Brokers and Dealers</p>	<p>Securities and Exchange Commission 100 F Street, N.E. 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>Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue, N.W. Washington, DC 20580 (877) 382-4357</p>