

# Personal Finance Resource Guide

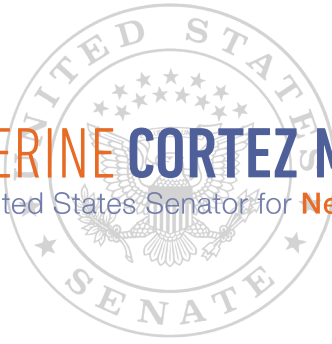
 **CATHERINE CORTEZ MASTO**  
United States Senator for **Nevada**



[cortezmasto.senate.gov](http://cortezmasto.senate.gov)

# CATHERINE CORTEZ MASTO

United States Senator for Nevada







# A MESSAGE FROM THE SENATOR

Dear Nevadan,

Managing your money can be intimidating. Nevadans work hard to improve their lives and the lives of their families and loved ones, and I want to support them. That's why I've put together this financial guide to give you more information about paying your bills, banking, saving, investing, and more.

Finances are especially important while the coronavirus pandemic is challenging families and communities all over Nevada. I know that so many families in the Silver State are hurting financially. While Congress has passed legislation to aid communities, local municipalities, small businesses and health care services to combat the pandemic and support needed social distancing measures, I believe we must offer more federal support. I will continue to fight for Nevadans' needs during this public health emergency as the Silver State takes necessary measures to slow the spread of the virus.

During this economic downturn, it's even more important for Nevadans to know the financial resources available to them. Even in the best of times, my office receive calls every day from Nevadans desperate to avoid an eviction, find a new job after a layoff, prevent their car from being repossessed, or get assistance applying for benefits to keep their family fed and housed. Too many families face financial instability as steady paychecks are impacted by volatile hours, limited by layoffs, or shifts from employee to independent contractor.

This guide is meant to provide you with basic financial information and connect you to resources that can help you through this difficult time and beyond. I will continue to fight for jobs that pay a living wage, health care and housing that is accessible and affordable, and fair and reasonable financial products. I support rules that require employers to provide paid time off, pay a living wage indexed to the cost of living and provide health insurance and retirement benefits. I want to see employers engage in scheduling practices that are consistent and predictable and provide an adequate income for workers. In a country as rich as our own, no one should struggle to keep a roof over their head or put food on the table.

When you open a bank account, get a credit card, save for retirement, or take out a loan to finance college, a small business or a home, you need financial products that work for you and your family. This guide can provide information to help you select the best financial products and services for you.

## A MESSAGE FROM THE SENATOR

Among other things, this guide aims to help Nevadans open bank accounts, build and improve their credit scores, send money abroad to family and friends, access loans, get help filing taxes, and report financial and labor fraud and abuse. It provides some advice on what to do when you don't have enough money to pay your bills.

If you'd like to learn more, many nonprofits, community colleges, credit unions, banks, and employers offer financial wellness materials and classes. Some employers even partner with debt management services, online financial management tools, or financial firms that can offer low-cost savings, checking accounts, and loans to employees. In addition, you may want to access my coronavirus resource guide for information about how to access supplemental benefits during the public health emergency, additional resources being offered locally, and much more. It is available online at [www.cortezmasto.senate.gov/coronavirus](http://www.cortezmasto.senate.gov/coronavirus).

During my time in Congress, I have made it a priority to increase financial security for our families, strengthen consumer financial protections, and call for a more transparent and regulated system. I will continue to work in the U.S. Senate and in the state of Nevada to help families become financially self-reliant, build wealth, learn their rights, and protect themselves from unscrupulous financial products and institutions.

I hope this guide will be useful in helping you achieve peace of mind, financial breathing room, and sufficient savings for emergencies, retirement, and a prosperous financial future.

Yours,



**Catherine Cortez Masto**  
Senator for Nevada







## **STATEMENT OF RECOGNITION AND APPRECIATION**

\*There are wonderful financial resources available at federal agencies, non-profits and online. We encourage you to reach out to these resources for additional information:

**The Consumer Financial Protection Bureau (CFPB)**

**The Federal Deposit Insurance Corporation (FDIC)**

**The Federal Reserve**

**The Federal Trade Commission (FTC)**

**The Department of Labor (DOL)**

**USA.gov**

**Benefits.gov**

**Prosperity Now**

**Nerdwallet.com**

**Pew Charitable Trust**

# TABLE OF CONTENTS

<b>FINDING A JOB &amp; WORKPLACE RIGHTS</b>	<b>7</b>
Job Seeking	7
Workplace Rights and Protections	9
<b>OPENING A BANK ACCOUNT</b>	<b>13</b>
Opening a Checking & Debit Account	13
Opening a Savings Account	17
Opening a Credit Account	19
Ways to Access, Spend & Receive Funds	23
<b>HOW TO FILE TAXES &amp; RESOURCES TO FILE</b>	<b>31</b>
Filing Taxes	31
Resources to File	31
Considerations for Immigrants	33
Tax Scams and IRS Fraud	34
<b>INSURANCE, RETIREMENT &amp; INVESTMENT</b>	<b>37</b>
Insurance Considerations	37
Planning for Retirement	39
Long-Term Investment Options	41
<b>LOAN CONSIDERATIONS &amp; PROTECTIONS</b>	<b>43</b>
Identifying Predatory Lending	43
Credit History & Reports	45
Short-Term Loans	51
Auto Loans	53
Student Loans	55
Mortgage Loans	57
Foreclosure	59
Debt Consolidation	61
<b>FINANCIAL &amp; COMMUNITY ASSISTANCE</b>	<b>65</b>
Rental & Utility Assistance	65
Supplemental Income & Unemployment Insurance	65
Disability & Workers Compensation	66
Nevada Weatherization Program	66
<b>FRAUD &amp; SCAMS</b>	<b>69</b>
Notary Fraud	69
Telemarketing, Internet & Wire-Fraud Scams	70





# Finding a Job & Workplace Rights

## FINDING A JOB

Finding a job can be intimidating and often confusing, especially in a dynamic workforce that is constantly changing. How you communicate your skills and abilities with potential employers will play a critical role in helping find employment whether it is short-term or long-term. Our hope is that this resource guide will provide you with the necessary tools needed to understand the fundamentals of job-seeking as you navigate your career. You can make the job searching process more simple by starting with a checklist of materials below.

### Recommended check list:

- Resume (1 Page only)
- Cover letter (1 Page only)
- Writing samples (Typically 2 examples)
- List of references (2-3 References are preferable)
- Academic or certification documentation (Relevant to the job you are applying for)
- Resources you will use to find job openings (job search engines, classified ads, job boards, etc.)

When preparing your documents, it is useful to have others provide feedback and tips on how to improve your overall grammar, structure and key points. It is important to note that employers are looking to identify relevant training and skills that are applicable to their organization, so be sure to include previous experience and degrees that apply to the job you are looking for.

Depending on the organization and the position you are seeking, you may be required to submit a cover letter alongside your resume. The cover letter is designed to demonstrate and better illustrate your personality as well as your writing skills. A cover letter should be no longer than one page and should highlight **1. How your experience meets the job requirements; 2. How your skills meet the job requirements; 3. Why you wish to work at the organization.** Fortunately, there are plenty of online resources that you can utilize to better perfect your cover letter and materials.

# VIRTUAL INTERVIEW BEST PRACTICES

Remote hiring has become essential amidst the pandemic. Here are a few best practices and considerations to set yourself up for success for your next virtual interview.

- Test your technology prior to the interview; check your internet connection and ensure your camera and microphone are working properly, and familiarize yourself with the video conferencing platform that you will use for your interview
- Minimize distractions and pay attention to your background; try to place yourself in a quiet well-lit room, close nearby windows and doors to muffle any outside noise and neighborhood traffic and tidy up your surroundings
- Be prepared; ensure you have studied your resume and have it on-hand during your interview
- Dress professionally; choose an outfit that you would wear in a face-to-face interview

Regardless of where you are in the job-seeking process, career centers can give you tools and resources to succeed. They can even help if you are seeking a promotion at your current place of employment. Career Centers are conveniently located throughout Nevada, and they are committed to assist you in meeting your career goals. Please see the index for a list of locations.

## CAREER ONE STOP:

Career One Stop hosts a variety of tools that may help you get connected with available positions as well as career centers that can help you prepare for interviews by providing useful feedback in resume writing and interviews, exploring new careers and obtaining workforce training.

<https://www.careeronestop.org/>

## NEVADA JOB CONNECT CAREER CENTERS:

Nevada JobConnect offers Nevadans information and resources for recruiting, retention, training and retraining, and outplacement services.

<https://nevadajobconnect.com/>





## WORKERS RIGHTS & PROTECTIONS

Every worker in the United States is entitled to be paid the federal minimum wage, and the Nevada state minimum wage is higher than the federal minimum wage. You can learn what the state minimum wage is by contacting the Nevada Department of Business and Industry at [775-684-2999](tel:775-684-2999), or visit [business.nv.gov](https://business.nv.gov).

Per the Fair Labor Standards Act (FLSA), exceptions for both minimum wage and overtime pay can be made for bona fide executives, administrative, professional and outside sale employees. There are also salary criteria that must generally be met. With the exception of exempt employees, workers should be paid time and a half after working more than 40 hours in a 7 day period. You may contact the Wage and Hour Division of the U.S. Department of Labor at <https://www.dol.gov/agencies/whd> or call [1-866-487-9243](tel:1-866-487-9243) to learn more.

Employers have the responsibility to keep a record of payments to their employees. It is recommended that employees also keep track of hours they worked and other important information such as contracts and documents provided by the employer's Human Resources department.



Employers have the obligation to pay employees for all time spent working, including:

- The time you have to wait while equipment necessary to your work is being repaired;
- Time spent travelling in between work sites;
- Time spent waiting to receive materials; and
- Breaks less than 20 minutes

Your employer cannot dismiss you or discriminate against you for filing a complaint against them regardless of the nature of the complaint.

Employment has changed dramatically in recent years. Instead of having steady hours and earnings, more than half of employees have more flexible schedules. Without a steady regular paycheck, workers can face cash flow problems. Young, African-American, and Latino workers are most likely to face illiquidity due to changes in work hours or because of job changes. These dips and spikes can make it hard for families to pay their regular bills, much less larger bills such as car repairs, medical needs or Christmas presents.

## **HOW TO FILE A COMPLAINT REGARDING WAGES**

The Department of Labor (DOL) is the federal agency in charge of federal labor law compliance. The DOL makes sure that all workers in the United States are paid for their hours worked, regardless of immigration status.

If your employer is not paying you adequately or at all, file a complaint with the Department of Labor immediately. Call **1-866-487-9243**, visit [www.dol.gov/whd](http://www.dol.gov/whd) or go to your local DOL office.

### **NEVADA DOL OFFICE**

600 Las Vegas Blvd. S., Suite 750  
Las Vegas, NV 89101-6654  
Tel: (702) 388-6001  
Fax: 1-886-487-9243

Other wage-related concerns, can be reported to the Office of the Labor Commissioner. Contact any of their offices below for additional questions.

### **CARSON CITY**

1818 College Parkway, Suite 102  
Carson City, NV 89706  
Tel: (775) 684-1890  
Fax: (775) 687-6409

## **LAS VEGAS**

3300 West Sahara Avenue, Suite 225  
Las Vegas, NV 89102  
Tel: (702) 486-2650  
Fax: (702) 486-2660

To file a complaint with either agency, you will need the following information:

- Address and telephone number
- Name of the company where you work (or worked)
- Address of the company
- Telephone number of the company
- Name of the owner or supervisor
- Type of work you performed
- When and how they pay you

## **HOW TO FILE A COMPLAINT REGARDING HARASSMENT OR DISCRIMINATION**

The U.S. Equal Employment and Opportunity Commission is the federal agency responsible for handling harassment and discrimination complaints. The laws enforced by EEOC, except for the Equal Pay Act, require you to file a charge before you can file a lawsuit for unlawful discrimination. There are strict time limits for filing a charge. Where the discrimination took place can determine how long you have to file a charge. The federal 180-calendar-day filing deadline can be extended to 300 calendar days, depending on state and local provisions. You must file a complaint either in person, online using the public EEOC portal, or by mail. If you believe you have been discriminated against on the basis of age, disability status, race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), or national origin, contact the EEOC at **1-800-669-4000**, or visit their local field office in Las Vegas at:

333 Las Vegas Blvd South  
Suite 5560  
Las Vegas, NV 89101





# Opening a Bank Account

In this section you will learn the basics of the banking and credit systems. You can use your checking account to make payments. You can also borrow money from others to meet your day-to-day needs and make big purchases that help you build wealth.

It is recommended that you obtain a federally insured Bank Account for security purposes; most notably, your money will be insured for up to \$250,000. Obtaining a secure bank account also offers a variety of benefits that consumers may utilize such as ease of access to your funds, a secure medium of exchange, and may potentially qualify you for a variety of credit lines such as a credit card for future expenses or a loan to open a business.

## CHECKING AND DEBIT ACCOUNTS

Checking and debit accounts offer a safe place to store your money in the short- and medium-term. Money saved in a federally-insured bank account is safer than storing your money at home or in your purse or wallet where it can be stolen, lost or destroyed. Bank accounts can be cheaper than using check cashing services, pre-paid cards or other services. They can allow you to establish a credit history which can help you qualify for loans and other financial services as you navigate your way through life.

### **FINANCIAL INSTITUTIONS: BANKS AND CREDIT UNIONS**

Opening a bank account is a beneficial tool and great for managing personal finances. In addition to insuring your money for up to \$250,000 in accordance to federal laws, opening an account with a bank will allow you to better track your spending and savings with account statements you can review. A bank account will also allow you to earn money through interest gained on the assets you have stored away in your savings account. Banks also provide a multitude of other services including wealth management, currency exchange, and safe deposit boxes.

Nevada has dozens of banks and credit unions that offer many types of bank accounts, loans, and credit cards. Banks have customers, while credit unions have members who have something in common, like an employer, union, or neighborhood. To join a credit union, you must meet its criteria for membership. Credit unions are not-for profit organizations owned by their members, while banks are for-profit institutions owned by shareholders. Both are regulated, and in both, up to \$250,000 in deposits in an account are insured by the federal government to keep your money safe.

### **BANK AND CREDIT UNION ACCOUNTS**

This section describes the different types of bank accounts available to you for easily accessing your money to make payments to your creditors or others.

**Checking account** – This type of transaction account lets you deposit funds, withdraw money, and write checks to buy items or pay bills. Most banks will give you a debit card and a checkbook to help you manage and monitor your account. It is important to make sure you have enough cash in your account to cover the checks you write. Many people use a transaction registry to record each withdrawal, deposit, and total balance. If your bank offers online banking, you can also track your expenses online.

You usually have to buy your own checks, either directly from the bank or from a third-party online company. You will also be able to make deposits and withdrawals with an automated teller machine (ATM). When you open a checking account you will be issued a **Debit Card**.

**Second Chance Checking Account** – If you are denied a banking account, it might be because of a report you have on ChexSystems. When you apply for a new account, most banks and credit unions will review your banking history with ChexSystems to see how you handled previous accounts over the past five years. ChexSystem's Consumer Disclosure database ranks consumers on a scale of 100-899. The higher your score, the better, since high scores show you to be a less risky customer. If your report shows unpaid fees, bounced checks, or suspected fraud, banks may deny you an account. If you have been a victim of identity theft, you can put a freeze on your ChexSystems consumer report. This prevents someone from opening a bank account in your name without your permission.

Under the Fair and Accurate Credit Transaction Act, you are entitled to a free copy of your consumer report annually. You can request a copy (called the FACTA Free Annual Report) at the ChexSystem's website at [www.chexsystems.com](http://www.chexsystems.com) or call **1-800-428-9623**.

If you have a low score, you may be able to open a “second chance” checking account. These accounts have special fees and rules. Before you can open the account, you might need to pay fees you owe for a previous account or attend a money management class.

All of these accounts or products have different rules and benefits and meet different needs. Banks and credit unions should provide you with terms and conditions before you open an account or purchase a product.

To make sure your bank or credit union is insured by the federal government, look for the Federal Deposit Insurance Corporation logo, visit [www.fdic.gov](http://www.fdic.gov) and click on “Bank Find,” or call **1-877-275-3342**. Credit unions have “share insurance;” look for the logo from the National Credit Union Administration, visit the NCUA website at <http://www.mapping.ncua.gov>, or call **1-800-755-1030** to verify.



## REQUIREMENTS FOR OPENING A BANK ACCOUNT

- **Official photo identification.** If you do not have a United States government or state-issued identification, some banks and credit unions will accept foreign passports and consular identification, such as the Matricula Consular. What is considered an official photo identification may vary from bank to bank.
- **A second form of identification.** This can be your Social Security card, a utility bill (electricity, gas, telephone, etc.) that includes your name and address, or your birth certificate.
- **Your Social Security number or ITIN.** You do not need a Social Security number to open a checking or savings account. Many banks and credit unions will accept your ITIN instead.
- **Money for your first deposit.** Different banks and different accounts will require different minimum amounts to open an account. If the minimum balance fee you are quoted seems too high, ask if they have low-cost accounts. Some banks have accounts that allow very low minimum balances. Some institutions permit checkless checking accounts that cannot be overdrawn, so there will be no overdraft charges.
- Personal information such as your name, birthdate, address, and phone number.

Some individuals have trouble obtaining the required documents. Names might be different on various government forms, such as a married name or a missing middle name on some forms. **Legal aid offices may be able to help you receive these documents at no cost.**

Most financial institutions will not open a checking account for a minor, so for someone under 18 years of age, an adult must co-sign on the account with the exemption of emancipated minors.

**See the section on Tax Help in Chapter 3 (How to File Taxes and Resources to File) of this guide to learn how to learn more on how to get an *Individual Taxpayer Identification Number* (ITIN).**





## **SOME THINGS TO CONSIDER WHEN OPENING AN ACCOUNT:**

**Minimum balance to avoid or lower monthly charges** – You will need to deposit cash to open an account. Some banks require you to keep a certain amount in the account at all times. Banks may charge you additional fees if you don't meet this minimum balance. If you are concerned about high minimum balance fees, ask if they have low-cost accounts. Some banks have accounts that allow very low minimum balances, while other institutions permit checkless checking accounts that cannot be overdrawn, eliminating overdraft charges. If you are concerned about having a low balance, ask whether your bank offers low balance notifications that can alert you when the amount of money in the account drops below a threshold you specify.

**Direct Deposit** – Some banks allow for employers or other individuals to deposit money straight to your account, as opposed to giving you a check to deposit. This service is strictly regulated to protect consumers. Usually, money received by direct deposit is immediately available and reduces the risk of money being stolen or lost. You should ask about whether the bank allows for direct deposit and ensure that your employer permits it.

**Monthly Charges** – Some banks charge fees for accounts. You should ask about monthly or recurring fees.

**Automatic bill payments and electronic transfers** – Some landlords, mortgage companies, utility companies, and other services allow you to set up automatic payments from your bank account. This can help you ensure you pay bills on time. Banks also typically allow you to transfer funds electronically to other individuals. However, there may be some fees associated with this service.

**Withdrawal and Deposit Fees** – Banks will often establish a maximum withdrawal limit for a specific period, such as a day. You should also inquire as to whether there are charges for using your debit card for in-store purchases or ATM cash withdrawals. Banks also often charge you to withdraw money from an ATM that is not affiliated with your bank.

**Interest** – If you are interested in accumulating interest, you should ask about the interest rate and how often interest is paid. You should also compare the interest rates offered by banks and credit unions.

**Checks** – Is there a limit to the number of checks you can use monthly? Is there a fee for each check you use? Is there a waiting period before someone can cash a check from your account? Some banks provide online checking where they mail checks out to the people you instruct them to pay.

**Overdraft fees** – The Federal Overdraft Rule, which is enforced by the Consumer Financial Protection Bureau, establishes that consumers must opt in to receive overdraft coverage. Overdraft coverage allows you to make certain purchases when you don't have funds in your account. The bank will typically charge you about \$35 if you opted in and didn't have enough funds to cover

the transaction. If you don't opt in, the bank will decline your transaction for not having enough funds, which may result in additional fees or charges. Consider how much the bank can charge you in overdraft fees and ensure you do not opt in if you do not want overdraft coverage.

**Mobile or Online Banking** – Many banks have apps that allow you to manage and transfer funds from your cell phone, computer or tablet, or pay your bills online. You can also deposit checks to your account with mobile banking by taking a photo of your check with a smart phone. You should ask whether your bank has online banking and ask if there are any fees associated with the service.

**Location** – Smaller banks and credit unions may have fewer branches and ATMs near you. They also may not have any branches outside of Nevada. Some banks and credit unions offer reimbursement for out-of-network ATM transactions. Ask about locations if you are concerned about ATM usage.

## SAVINGS

This section describes the different types of bank accounts available to you for savings.

**Savings account** – This type of deposit account is designed to accumulate interest via the annual percentage rate (APR). Generally, these accounts are used to deposit money over a long period of time. While you can usually add money to your account as frequently as you wish, some institutions limit how frequently you can take out (withdraw) money from an account either at the institution or through an ATM or debit card.

**Certificate of Deposit (CD)** – This is a deposit account that allows you to accumulate interest over a predetermined amount of time – generally from 6 months to 5 years – as long as the CD holder promises not to withdraw money from the deposit during that period of time. Most banks will keep part of the interest you would have earned if you withdraw funds before the period ends.

**Money Market account** – This is a deposit account that pays interest. Money Market accounts offer higher interest rates than ordinary savings accounts. These accounts generally require a larger minimum balance than regular savings accounts but without the requirement that money remain in the account for a fixed period of time.

All of these accounts above are also federally insured, which means up to \$250,000 of the money in your account is protected by the federal government in case of bank failure or fraud. All of these bank accounts or products have different rules and benefits and meet different needs. Banks and credit unions should provide you with terms and conditions before you open an account or purchase a product.

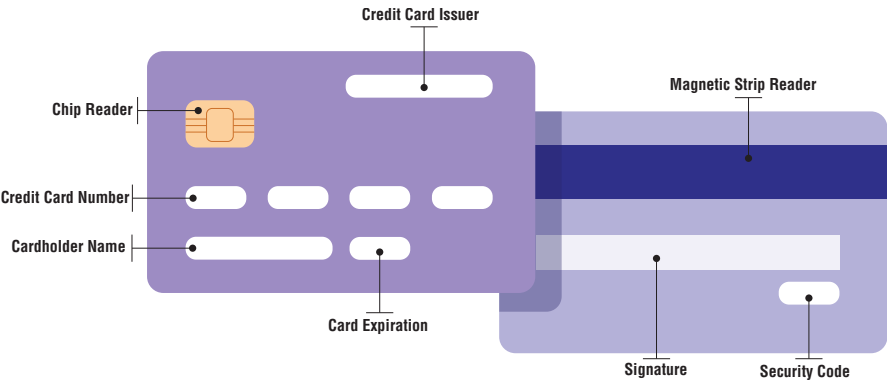
To make sure your bank or credit union is insured by the federal government, look for the Federal Deposit Insurance Corporation logo, visit [www.fdic.gov](http://www.fdic.gov) and click on “Bank Find,” or call **1-877-275-3342**. Credit unions are also insured by the federal government - look for the logo from the National Credit Union Administration, visit the NCUA website at <http://www.mapping.ncua.gov>, or call **1-800-755-1030** to verify.



**Note:** Accrued interest from your savings account is considered income. If you receive interest, you must pay taxes on it. This is why a Social Security Number or an ITIN is required to open an interest-accumulating account. If you earn interest below \$10, you may not receive a 1099-INT tax statement, but you still must report and pay taxes on that income. See the Tax Help section of this guide for more information.

Diligently saving money when times are flush can help you have money for debt repayment or repairs when needed. Savings accounts can help families cope with volatility.

You should consider the SaverLife Nevada program if you are concerned about your weekly expenses and savings. SaverLife helps you save by providing weekly savings tips from a financial coach and by helping you maximize your savings through cash incentives. For every month that you save at least \$20, SaverLife will match your savings with \$10 to \$60. The program works by linking your savings to your bank account. You may sign up for free on [www.saverlife.org/nevada/](http://www.saverlife.org/nevada/).



## CREDIT CARDS

For many, credit cards are powerful financial tools. A credit card offers you a revolving line of credit up to a certain approved amount, called the credit limit. You can spend it on whatever you wish. You must pay at least a portion of your bill, called the minimum payment, every month. If you do not repay all of your bill, you will be charged interest. Some credit cards also have annual or other fees. In addition, credit cards may offer benefits like cash back or reward points for purchases. Credit cards are convenient ways to make purchases, and they also can help when expenses temporarily exceed the cash you have on hand. **However, credit cards can also make it easy for people to take on more debt than they wanted to. If you cannot repay the amount you borrowed on your credit card, fees and interest can get expensive.**

Credit cards also are an important factor in determining your credit score, a measure of how likely companies think you are to repay debt. Credit card companies tell credit reporting agencies how often and how much you pay towards credit card debt.

Credit card terms can vary greatly from card to card, so understanding the following terms can help you compare credit card offers. Websites like [nerdwallet.com](http://nerdwallet.com) can also help you compare cards. Some credit card companies have different features, such as letting you choose the day your bill is due, which can help you schedule payments when your paycheck has cleared and avoid late fees.

Here are some things you should know about the card and its terms before signing a credit card contract:

- The **annual percentage rate (APR)** tells you the interest rate on your card, which you can think of as the cost of borrowing money on a yearly basis. Compare APRs when you shop for a credit card.
- The APR charged for purchases may be different from the APR for **balance transfers**, which are when you move some or all of the balance you owe on one credit card to another credit card.
- **Fixed rate** means the interest rate will not change until the creditor tells you in writing that it will change.
- **Variable rate** means the interest rate varies, usually based on an index that changes depending on other factors in the economy. A variable rate will likely change more frequently than a fixed rate.
- **Low Introductory APRs** are teaser rates offered for a limited time of at least six months. After the limited time, the rate will likely increase, perhaps significantly. It's important to know when the teaser rate ends and what the new rate will be. If you can't pay off the balance before the teaser rate ends, be prepared to pay what could be a much higher APR on your existing balance and future purchases.



- **The grace period**, which is the time between when your statement is issued and when your payment is due.
- Some cards charge for additional products and services that can help you with payment protection or credit protection, allowing you to pause payments in case of a specific hardship such as job loss or hospitalization. Other cards allow you to monitor your credit reports or provide your credit score. Still other cards offer extended warranty for products you some purchase with that card. Before agreeing to pay a fee for an additional product or service, ask for a written summary of features and costs. You might already have some of these services from another company, or you might be able to get these products and services elsewhere for less money.
- **Secured** and **unsecured** credit cards. Most credit cards are unsecured, meaning you do not have money (collateral) in a dedicated deposit account with the financial institution issuing the card. When you are starting out, a secured credit card is usually easier to qualify for than an unsecured card. Secured credit cards typically have lower credit limits than unsecured credit cards. Some people apply for secured credit cards if they are unable to get an unsecured card. A secured credit card can help you build or improve your credit history.
- The APR charged for purchases may also be different from the APR for **cash advances**, which is when you use your credit card to get cash. Read your cardholder agreement to understand what else may be considered as a cash advance. For example, a cash advance likely includes using your credit card to get a cash advance from an ATM or bank; borrow against your credit limit using a convenience or access check; make a wire transfer; or purchase foreign currency.
- The creditor will likely also increase the rate on your credit card by a large amount if you do not pay your credit card bill on time. This is the **penalty APR**, which can be fixed or variable. If your payment is late and triggers the penalty APR, get current on your payments as soon as possible. Then try to pay on time every month. Creditors must reduce the penalty rate if they receive on-time payments for six months.

Creditors must give prospective credit card customers a written disclosure containing important rate and fee information. This disclosure is called the Truth in Lending Act (TILA) disclosure.

- You can apply for a credit card at a bank or credit union, retail store or at credit comparison websites. You may also receive credit card offers in the mail. You may opt out of receiving credit card offers by calling **1-888-5-OPTOUT (567-8688)** or visiting [www.optoutprescreen.com](http://www.optoutprescreen.com).

When you receive your credit card billing statement every month, read it carefully for mistakes. Make sure to look at the percentage of your credit limit you used, which is called the credit utilization rate. Credit scores are generally higher for consumers who do not “max out” or otherwise use a large share of their available credit. Your credit card statement will include:

## ACCOUNT BILLING CYCLE

### Account Summary:

- Previous Balance
- New Balance
- Credit Limit
- Credit Available

### Payment Information:

- New Balance
- Minimum Payment Due
- Payment Due Date
- Late Payment Warning
- Total Minimum Payment Warning

## CREDIT COUNSELING STATEMENT

Notice of Interest Rate Changes, if any

## TRANSACTIONS OR ACCOUNT ACTIVITY:

- Transactions
- Finance Charges
- Annual Fee and Interest Totals
- Interest Charge Calculation

## CREDIT CARDS AND YOUR RIGHTS

The **Fair Credit Billing Act (FCBA)** protects consumers who make purchases with a credit card from problems with the quality of goods and services purchased. You can stop the charge for defective goods and services while the credit card company investigates the claim, as long as the following conditions are met:

- You disputed the charge within 60 days of it appearing on your card. If you miss the two-month window, a bank may still honor your request, but you forfeit your rights to a legally protected dispute.
- You mailed in evidence of your dispute; calls are not enough.
- You have an outstanding credit card balance. This is why it is important to hold off on paying your credit card until you have examined all charges. You can't ask for a refund if you have already paid your card in full.
- The transaction was less than \$50 dollars;
- The business is located in your state or within 100 miles of your home; and
- You have tried in good faith to solve the problem with the person who sold you the product or service.

There are also other protections offered under the Credit Card Accountability, Responsibility and Disclosure (CARD) Act to stop abusive lending practices by card issuers. Overall, the Credit CARD Act has increased transparency on credit card statements and brought down late, over-the-limit, and other “gotcha” fees. Under the **Credit CARD Act**, companies are prohibited from:

- Making unexpected rate increases and changes to the terms of your credit card account – issuers must give you a 45 day notice before any significant change;
- Changing your annual percentage rate, fee, or finance charge retroactively, except in certain circumstances (such as promotional rates);
- Billing a customer twice in one cycle (such as for interest rates on a current balance and the previous month’s balance);
- Imposing over-the-limit fees for customers who did not consent to purchases above their credit limit;
- Charging late fees above the caps established in the legislation;
- Imposing fees of more than 25% of a card’s total initial credit line in the first year;
- Engaging in abusive billing practices, such as failing to deliver credit card statements in a timely manner or determining what payments issuers can deem late;
- Following lax billing standards. Credit card companies now have to consider your “ability to repay” and your income and debt obligations before approving you for a card;
- Using special promotions to market credit cards on or near college campuses;
- Issuing credit cards to those under 21 unless they have a co-signer or an independent income; and
- Imposing unlimited fees on gift cards and non-reloadable prepaid cards and placing restrictive expiration dates on these cards.

Remember that you can always call the state and federal regulatory agencies if you need help.



## WAYS TO ACCESS, SPEND & RECEIVE FUNDS

There are several methods for spending and receiving money, including cash, checks, direct deposits, prepaid cards, electronic transfers, or cryptocurrency. All of these methods have benefits and risks.

### CASH

Cash is accepted nearly everywhere and can be deposited in nearly any bank account. However, it is impossible to get back if lost or stolen. Using cash can also make it more challenging to budget for and track your spending.

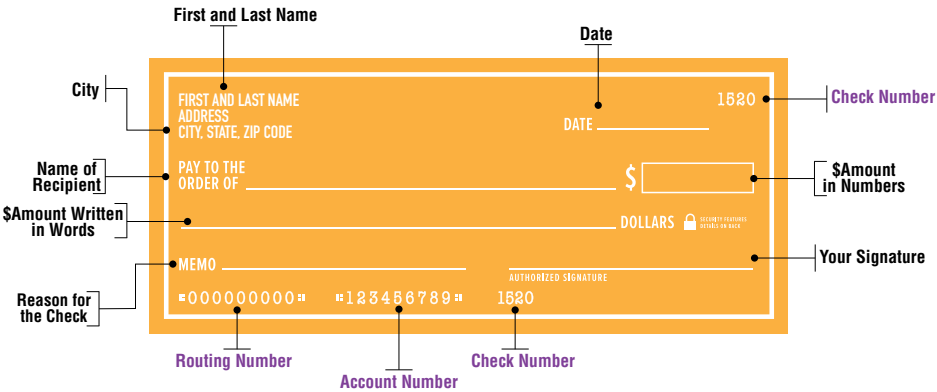
### CHECKS

A check is a document that directs a bank to pay a specific sum of money to another person. In these situations, a check is written by an individual, known as the payor, to a person or business known as the payee. Once the check is written and addressed, the payee can take the check to a bank or financial institution to deposit it. The bank will then transfer funds from the payor's bank account to the payee's bank account. Payors and payees do not need to have the same banks in order for a transactions with checks to occur. However, checks often take time to clear, so you may not be able to immediately withdraw the deposited money from your account. Checks can also often be cashed for free at a bank where you have an account; however, you may have to pay a fee to cash a check elsewhere. Generally, banks have the ability to stop a check payment if the payment was in error, or the checks were lost or stolen. If you call your bank to request a stop payment, note that banks must receive your request to cancel before the money is withdrawn from your account. Once the money has left your account, it is your responsibility to get it refunded from the person who charged you.

**How to write a check**

Although many transactions can now be completed online or with a debit card, some consumers prefer to use checks, especially for transactions such as mortgage or rent payments. Here are the items you need to include to make sure your check can be cashed.

- First and Last Name
- City
- Name of the Recipient
- Amount written in words
- Reason for the check
- Reason for the check
- Date
- Amount in Numbers
- Your Signature



If you have steady earnings, you might want to schedule your payment date to coincide with your paychecks. This can help you ensure you pay bills on time. However, you must make sure there is money in your account to cover the payments when they are made or you might miss a payment or be charged overdraft fees.

If you would like to stop automatic payments from your account, *follow these steps*:

- Notify the provider or seller that you would like to stop automatic payments.
- Tell the bank you want to stop at least three days before the next payment date. You can call the bank to accomplish this. However, banks may ask for written notice 14 days beforehand to make sure there won't be any additional payments. If the bank asks you to write to them and you do not, the bank is not responsible for not suspending future payments.



## DEBIT CARDS

Debit cards are payment cards issued by financial institutions. They allow you to withdraw money from an ATM or make in-store or point-of-sale (POS) payments directly from your checking account. Debit cards will only allow you to spend the amount of money in your checking account; you cannot use them to go into debt. If you try to spend more than the amount in your checking account, you may incur fees. Unlike cash, debit cards also allow you to track your purchases. Additionally, many debit cards offer consumer protections similar to credit cards.

In addition to cards being lost or stolen, debit card skimmers are a common tool used to steal debit card numbers. Criminals use a small device to steal card information by capturing and storing the details in the magnetic strip. In order to protect yourself from skimmers, always examine the ATM or other card terminal before you swipe your card.

If your debit card has been lost or stolen, contact your financial institution immediately to cancel your card and stop the withdrawal of funds from your account. If you are not able to prevent the transactions, you may try to contact the seller or pursue other legal action against the party that has stolen the funds.

## POSTAL MONEY ORDERS

You can request money orders, which are similar to checks, from your local United States Post Office, some international post offices (for international money orders), and APO/FPO/DOP facilities. Money orders can be cashed at any post office in the country, APO/FPO/DPO facility, and many banks for cash, while international money orders can be cashed at certain postal facilities in countries. These money orders can be purchased with U.S. currency and coins, traveler's checks or debit cards. A single money order can be worth a maximum of \$1,000 within the United States and \$700 internationally. You can purchase an unlimited number of money orders a day, but if you purchase more than \$3,000 in money orders, you will be required to show ID and complete a form. Fees for money orders are dependent on the amount of the money order and whether it is for international, domestic, or military addresses.

## PAYROLL CARDS

Payroll cards are prepaid debit cards from your employer. Your pay is automatically transferred to your payroll card, which reduces the risk of theft. You cannot deposit additional funds onto the card, but you can withdraw cash from your payroll card at an ATM or a bank. If the bank or ATM is not affiliated with the payroll card, it may charge you additional fees. Payroll cards are dependent on how much money is on your account, so while you cannot go into debt, you may be charged overdraft fees for insufficient funds. If you do use a payroll card, you should register it as soon as possible to protect yourself from loss, theft, or fraud. Some prepaid card programs provide deposit

insurance. The bottom of your card will indicate whether deposit insurance applies to your funds. Many payroll cards charge fees for inactivity, in-store purchases, ATM transactions, or other services.

### PREPAID CARD

Prepaid cards are similar to payroll cards in that funds are directly deposited onto them. Like payroll cards, prepaid cards can reduce the risk of theft and provide some consumer protections, but fees may erode your funds. If you register the card, you cannot be held responsible for unauthorized charges or errors if you report them immediately. If your card has NCUA or FDIC insurance, the funds are safe, even if the card provider goes out of service. Card providers must disclose if the money on the card is eligible for this insurance. Prepaid cards often have many transaction restrictions; for example, you may not be able to use them to pay utility bills. Many prepaid cards also charge fees for inactivity, in-store purchases, ATM transactions, or other services.

### ONLINE APPLICATIONS

Some applications, such as **Venmo**, **Paypal**, or **Zelle**, allow you to send and receive money electronically. They are safer than using cash and allow for quick and efficient transfers. However, there can be some transaction restrictions or fees associated with the accounts, and some merchants or individuals may not accept them as payment. These applications can also be hacked into.

## FILING A COMPLAINT

### Complaints about Banking and Credit Services

- If you are having problems with your bank, financial institution, lender, or other financial service provider, you should address your complaint by talking to the manager at your bank's local branch, calling the bank's telephone customer support line, or using their website. When filing a complaint, explain clearly what the problem is and how you want it to be fixed.
- Make sure you have copies of receipts, checks, and other types of documents.

If your problem is still not resolved, go to [www.federalreserveconsumerhelp.gov/](http://www.federalreserveconsumerhelp.gov/) or call **888-851-1920**. You can also contact the Consumer Financial Protection Bureau at [www.consumerfinance.gov/complaint](http://www.consumerfinance.gov/complaint) or call 855-411-2372 to make a formal complaint.

You may also contact the Office of Comptroller of the Currency to address concerns with national banks and operation subsidiaries. The OCC can be contacted online at <https://occ.gov/index.html> or call **202-649-6870**.

Not all financial problems involve a bank or credit union. The Consumer Financial Protection Bureau (CPFB) investigates complaints regarding mortgage loan companies, car loaning and leasing companies, student loans,

and other types of loans made to the consumer. The CFPB also receives complaints about credit cards, money transfers and remittances, and collection of debts by creditors. The CFPB can be contact online at <https://www.consumerfinance.gov/complaint/> or by calling 855-411-2372.

### **SENDING MONEY ABROAD “REMITTANCE”**

Many people send money to family members, organizations or companies in other nations. These funds are called “remittances,” “international wires,” or “international money transfers.”

The federal government has established rules that protect people who send more than \$15 from the United States to an individual or company in another nation. These rules include a cancellation window after the transfer; a requirement that companies investigate complaints and reimburse money if expectations are not met; and accountability so companies are responsible for employee mistakes. Before you send money, ask the company if it follows federal law; only companies that consistently provide more than 100 remittances transfers a year are required to follow these laws.

### **HOW CAN I SEND MONEY ABROAD?**

You can send money outside of the United States at a bank, credit union, money transfer establishment, retail store, certain check cashing establishment, your local post office, and online.

### **KNOW YOUR RIGHTS**

There are federal laws that protect you when sending money to another country. People sending money abroad have the right to be informed about many details of the transaction.

Remember that the company **MUST** give your money to the intended person or establishment. Additionally, you have the right to:

- Know the cost of the exchange rate;
- Be informed of all charges, fees, and taxes in the US and in the other country;
- Know fees charged by the company's agents abroad and those fees charged by other institutions in the transfer process;
- Know how much money the intended recipient will receive, not including foreign taxes or fees charged to the recipient;
- Know when the money will be available to the intended recipients;
- Know the cancellation policy, and when to cancel the transfer free of charge (usually within 30 minutes at no charge unless the transfer was already picked up or deposited into the recipient's account);
- File a complaint;

- Seek a response to an error by quickly contacting the company. It has 90 days to investigate your complaint and must notify you of the results of the investigation; and
- Be reimbursed if there is an error in sending

The recipient may receive an amount less than what was sent because of bank fees and taxes.

You have the right to correct any errors on your transactions. You can submit a written complaint to the Consumer Finance Protection Bureau online at <https://www.consumerfinance.gov/complaint/> or call **855-411-2372**.

**You can cancel the transaction within 30 minutes, as long as the funds have not been deposited or charged.**

## WHAT YOU SHOULD ANTICIPATE BEFORE AND AFTER SENDING A REMITTANCE


Before sending your remittance, the financial institution should:

- Verify the amount of money you want to send;
- Tell you the exchange rate; and
- Tell you how much money the recipient will get.

This information is typically located on the receipt. If you do not receive this information at this point in the transaction, you have the right to cancel immediately without having to pay any fee or fine. Companies that send fewer than 100 remittances a year are not required to follow these laws, so inquire ahead of time.

### Send Money Online

Your receiver's country and send amount


Send to  
Philippines

Send amount  
400.00
USD

Receive amount  
18784.16
PHP ₱

Send up to 19,000.00 USD

**1.00 USD = 46.9604 Philippine Peso (PHP)<sup>†</sup>**

Summary	
Exchange Rate <sup>†</sup>	
1.00 USD = 46.9604 PHP	
Transfer amount	400.00 USD
Transfer fee <sup>‡</sup>	+ 9.00 USD
Promo discount	Apply promo
Transfer total	409.00 USD
Total to receiver	18784.16 PHP

After sending your remittance, the financial institution should:

- Tell you when the money will be available;
- Tell you what to do if there is an error;
- Tell you about the exchange rate;
- Tell you how much money the recipient will receive;
- Tell you how to cancel the transaction; and

If you have problems sending money abroad and the financial institution does not fix the problem, file a complaint with the Consumer Finance Protection Bureau (CPFB) by calling **855-411-2372** or online at [www.consumerfinance.gov/complaint](http://www.consumerfinance.gov/complaint)







# How to File Taxes & Resources to File

Most Nevadans working a full-time job are required to file their taxes every year. Most employers report your wages directly to the Internal Revenue Service. If you do not file taxes, you may not obtain tax refunds and credits like the Child Tax Credit and the Earned Income Tax Credit.

It is important to be mindful that there are unqualified tax preparers who may claim they can get you a higher tax refund. Make sure that your tax preparer is registered with the Nevada Secretary of State and the Internal Revenue Service. Also, you should ensure their services are provided all year long in case you need assistance after you file. You can contact one of the IRS local offices in Nevada by visiting <https://www.irs.gov/help/contact-my-local-office-in-nevada>

## **LAS VEGAS**

110 City Parkway  
Las Vegas, NV 89106  
Phone: 844-545-5640

## **RENO**

300 Booth St. Ste. 2016  
Reno, NV 89509  
Phone: 844-545-5640

## **TAX HELP**

There are many programs that help Nevadans file taxes. If your annual income is \$69,000 or less, you can qualify for the Free File service from the Internal Revenue Service (IRS). This program is designed to help you prepare your taxes and pay them without cost. And if your income is \$54,000 or less, you are over 60 years old, or you have a disability, you might qualify to receive help from the Volunteer Income Tax Assistance program (VITA) or the Tax Counseling for the Elderly program (TCE) from the IRS. Many online tax tools claim that they provide “free tax filing” but they might require payment on their website. It is important for taxpayers to understand the difference between the IRS Free File Program – a public-private partnership between the IRS and many tax preparation and filing software industry leaders who provide their brand-name products for free – and traditional web-based products. You can find more information here.

## **IRS FREE FILE**

The Internal Revenue Service combined with the Free File Alliance has a program that helps people with annual incomes of \$69,000 or less prepare and file taxes electronically free of charge. To learn more about the criteria for this program and see if you qualify, visit <https://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free>.

## **VOLUNTEER INDIVIDUAL TAX ASSISTANCE (VITA)**

If your annual income is less than \$54,000 dollars, you may qualify to receive assistance from the Nevada VITA program. Certified volunteers sponsored by community organizations receive training to prepare taxes in communities all across the country. VITA centers are generally located in community centers, libraries, schools, commercial centers and other similar locations. The majority of these sites offer online preparation and payment.

You should contact the VITA center near you to find out if you qualify for their services. VITA centers change location and schedule frequently, so be sure to call the VITA help line at 1-800-906-9887 for the most up-to-date information. At certain VITA centers, individuals have the option to prepare their own online tax filing with the help of a certified volunteer who can help you navigate the process. This option is called "Self-Prep."

## **TAX COUNSELING FOR THE ELDERLY (TCE)**

If you are a senior, you may qualify for tax assistance from an AARP counselor. AARP volunteers are trained to help you complete your tax returns. You should contact AARP to find out if you qualify for this service.

To locate the closest AARP center to you, visit [www.aarp.com](http://www.aarp.com) or call **888-227-7669**.

## **REQUIREMENTS TO FILE TAX RETURNS**

Taxpayers must have the following information when filing a tax return using services offered by VITA and TCE:

- Photo identification
- Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) for you, your spouse, and dependents
- Your birthdate, that of your spouse, and your dependents
- Proof of income (W-2, W-2G, 1099-R, 1099-MISC Forms)
- Proof of interest and dividends (1099 Forms)
- All 1095-A, B, or C forms, proof of medical insurance
- Certificate of Exemption for Health Insurance, if you received one
- Copy of last year's tax returns
- Bank account number and wire number for direct deposit
- To file a joint tax return, both spouses should be present to sign necessary forms; and
- Total amount paid to infant care providers in daycares  
\*Including the Social Security number or Employer Identification of the provider

Visit the IRS website if you have more questions. You can also contact the closest IRS office to you in Nevada at 844-545-5640.

Additionally, you can contact the Office of the Taxpayer Advocate. This service operates independently of the IRS and offers free help to individuals and businesses in resolving problems with the IRS.

To learn more about this service, visit <https://www.irs.gov/taxpayer-advocate> or call 702-868-5179.

### **SOCIAL SECURITY NUMBER (SSN) AND INDIVIDUAL TAXPAYER IDENTIFICATION NUMBER (ITIN)**

In general, only United States citizens and people allowed to work by the Department of Homeland Security (DHS) can get a Social Security Number.

To learn if you qualify for a Social Security Number, visit [www.ssa.gov](http://www.ssa.gov) or call **1-800-772-1213**.

An ITIN is a nine-digit number given by the IRS to people who don't qualify for a Social Security Number (SSN) but need an identification number for tax purposes in the United States.

## **CONSIDERATIONS FOR IMMIGRANTS**

**Anyone who has an income in the United States can get an ITIN regardless of immigration status.**

The **ITIN is issued for tax purposes**. It is not a work permit, nor does it offer any benefits from the Social Security Administration.

If you need an ITIN, visit your local IRS office or call **1-800-TAXFORM (1-800-829-3676)**, and ask for the W-7 form, Application for IRS Individual Taxpayer Identification Number. Complete the form and send it in the mail with the required documentation to:

### **INTERNAL REVENUE SERVICE**

ITIN Operation  
P.O. Box 149342  
Austin, TX 78714-9342

If you decide to send your form through a package service, send it to:

### **INTERNAL REVENUE SERVICE**

ITIN Operation Mail Stop 6090-AUSC  
3651 S. Interregional, Hwy 35  
Austin, TX 78741-0000

You can also give the form in person to any Taxpayer Advocate Service office of the IRS or through an IRS-approved Acceptance Agent.

Note: The IRS does not share information about people who use the ITIN with the United States Citizenship and Immigration Services (USCIS) or with Immigration and Customs Enforcement Agency (ICE).

Generally it takes 6 weeks for the IRS to notify you about the status of your ITIN (and 8-10 weeks if you request one between January 15 and April 30 or from a foreign country). If you do not receive your ITIN or some type of correspondence from the IRS after this period, call the IRS or my office to get information about your case.

To learn more about this and related information visit [irs.gov](https://irs.gov) or call the IRS at **1-800-829-1040**.

## TAX SCAMS AND OTHER ITEMS FOR CONSIDERATION

As mentioned before, be mindful of tax preparers who are open only for tax season, promise you a bigger tax refund than other preparers, or charge you high preparation fees. When meeting with a tax preparer, be sure to ask how they calculated your refund. You might want to avoid tax preparers who cannot explain the process to you in detail. You can search for registered tax preparers and verify their credentials on the IRS' Directory of Federal Tax Return Preparers here: <https://irs.treasury.gov/rpo/rpo.jsf>.

You should also consider the risks associated with Refund Anticipations Loans (RAL). These are short-term loans issued by a third party lender based on your expected tax refund for the year. The lender will offer to give you the amount of money you are expected to receive from the IRS in advance. You may run into financial difficulties if your refund ends up being lower than expected. There may be hidden processing costs and fees as well.

If you have not paid your taxes in full by April 15, the IRS will charge interest on whatever amount is outstanding. The annual interest rate is usually 5 or 6%. You may also incur a late-payment penalty of 0.5% per month with a maximum penalty of 25%.

If you are experiencing difficulties in paying your taxes, you may call the IRS to set up an Installment Plan where you may make monthly installments. If you owe the IRS less than \$25,000 and you are unable to make a full payment, consider making a payment agreement. Check the IRS Online Payment Agreement Tool for more information: <https://www.irs.gov/payments/online-payment-agreement-application>.



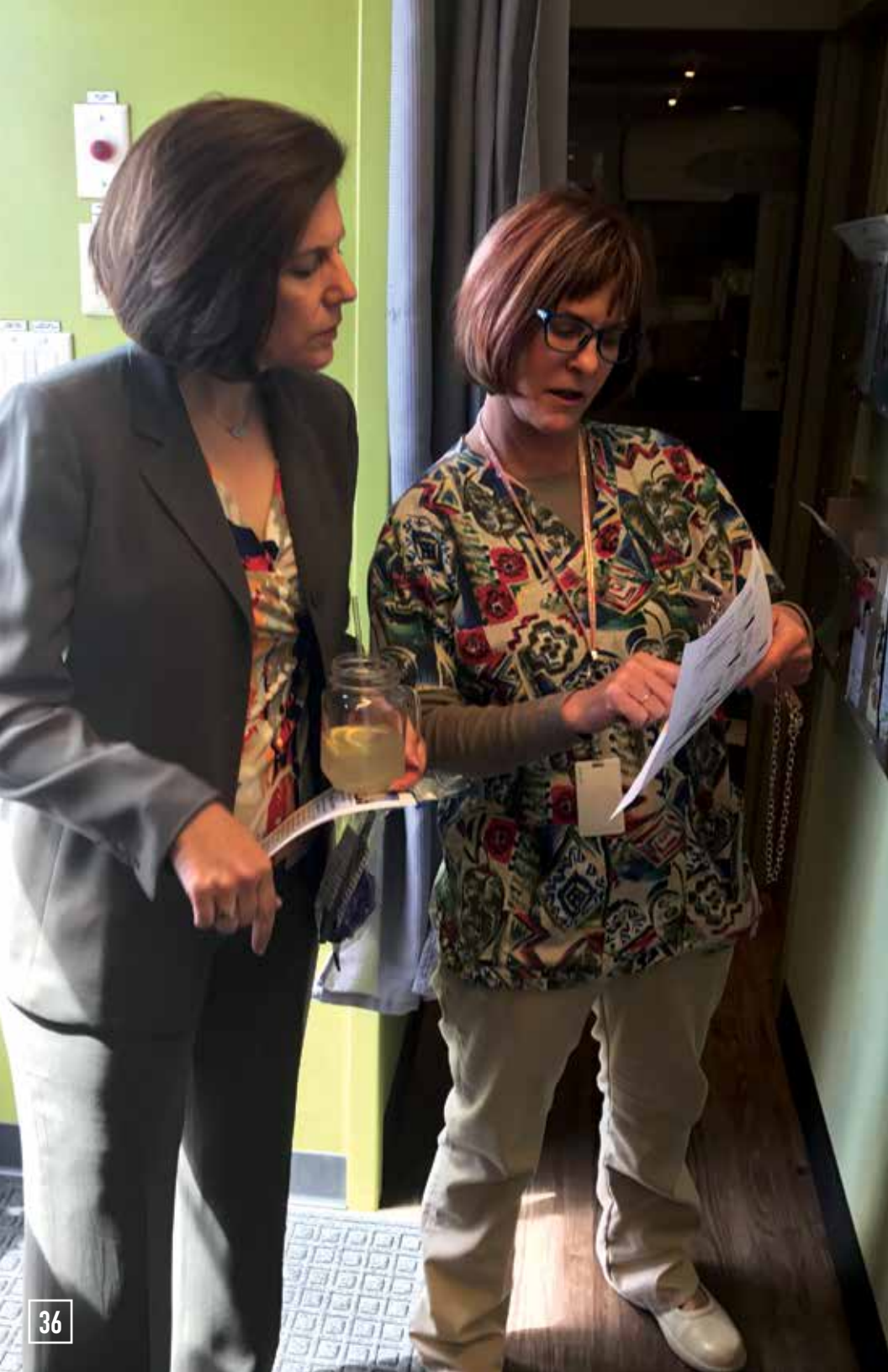
If you do not pay within a few months, the government will make a claim on your property, including real estate and other assets. These claims are called tax liens, and if you sell these assets, the government could be entitled to some of the proceeds. Tax liens are on public record. They do not appear on your credit report. A tax lien could affect your ability to get a job.

If you do not pay your tax lien, the IRS can assess a tax levy against your assets such as your bank accounts, car and property. Tax levies are seizures of property to pay taxes owed. Tax levies can result in having your wages garnished and not having your passport renewed. The IRS may send your account to a private collection agency and notify you of the agency's contact information.

Remember: Keep copies of all correspondence you exchange with your debt collector. Also keep track of the dates when you were contacted by phone, and take note of whom you spoke to. Keeping accurate notes can help you in case you need to hire a lawyer or resolve your situation in court.

Every year, thousands of Nevadans become victims of tax scams. Scammers may contact you via phone, e-mail, or mail. Sometimes they will use a fake IRS badge number on caller ID. Be aware of any threats of arrest or deportation, and remember that the IRS will never initiate contact about a tax obligation by phone, email or social media platforms. If you believe you have been contacted by a tax scammer, report the interaction to the Federal Trade Commission or the Treasury Inspector General for Tax Administration.





# Insurance, Retirement & Investment

## INSURANCE CONSIDERATIONS

Insurance protects people from financial losses in case of bodily injury or damage to property. Purchasing insurance policies can help you receive money for losses due to accidents, theft, natural disasters or emergencies, medical expenses, or the loss of income due to disability or death of a loved one.

While types of insurance differ, there are some important terms you should know when purchasing insurance:

- **Deductible** – the amount of money that the insured must pay before the insurance company will pay the claim
- **Premium** – to the amount of money an individual or business must pay for insurance
- **Coverage** – the amount of liability a company will cover for the insured. Companies can limit how much they will cover

### TYPES OF INSURANCE

- **Health** – helps you pay medical expenses
- **Disability** – replaces part of your income if you suffer an injury or illness that prevents you from working
- **Life** – helps pay bills and family expenses after your death
- **Auto** – protects you from financial losses in case of a crash, or if your vehicle is stolen or damaged by vandalism
- **Home** – covers damage to your home. It can also compensate you for damage or theft of your personal items
- **Title** – covers problems with the title in case the person who sold you the home did not own it free and clear
- **Flood** – covers costs of damages to your home from flooding caused by a weather event
- **Renters** – protects people who are renting a home and pays for damages or losses of personal items.
- **Pet** – helps pay veterinarian bills
- **Agricultural** – protects agricultural products, farmers, and livestock breeders from losses related to natural disasters or falling prices of agricultural products

## TIPS ON BUYING INSURANCE

- The Nevada Department of Insurance has many resources for buying insurance, including information about types of insurance and instructions for filing claims.
- Decide how much financial coverage you need. There are calculators that help you choose how much of different types of insurance to buy. For example, you can determine how much you need for life insurance by calculating your long-term financial obligations and then subtracting your assets.
- You can ensure an insurance company is licensed to operate in Nevada by contacting the Nevada Division of Insurance at any of their phone numbers below. In many cases, you will also need the assistance of an insurance broker to help you navigate different rates and coverages. Visit the Nevada Division of Insurance's Verify a License website to check whether the company, agent, or agency you are purchasing from is authorized to operate in the State of Nevada.
- Review customer satisfaction ratings before choosing a company. Visit the National Association of Insurance Commissioners consumer complaint registry or visit the Consumer Financial Protection Bureau (CFPB) for information on whether a company has complaints.
- Make sure the website you are buying from is safe. A secure website will begin with https and have a lock image on the address bar. Never send personal information if the site is not safe.
- Be careful with door-to-door or telephone insurance salespeople.
- Beware of people who reach out to you after you are involved in an accident, natural disaster, or emergency to offer you “fast cash” or recommend a lawyer, mechanic, or healthcare professional. Report such outreach to law enforcement, such as the Nevada Attorney General, or a consumer protection organization, such as the CFPB.



# PLANNING FOR RETIREMENT

It is important to plan for your financial security in retirement. In the United States, we count on the Social Security system, but its monthly payments aren't enough to cover all of your expenses when you retire. The average person spends 20 years in retirement, so plan appropriately for the amount of money you will need to save.

## **START SAVING EARLY**

If you are not saving for retirement, now is the time to start. Your goal should be turning saving into a habit and a priority. Set a goal, make a plan, and follow it. Remember, it's never too early or too late to start saving for retirement. Advice from financial professionals can be helpful as you layout your savings plan. However, it is important to note that not everyone offering financial advice will have your best interests in mind. While considering financial advice and planning, make sure to know whether the source has fiduciary duty to you, meaning they are obligated to act in your best interest.

## **KNOW YOUR NEEDS**

Retirement is expensive. Experts estimate that you will need an annual retirement income that is at least 70% of your income before retirement — this number climbs to 90% for low-income workers — to maintain your lifestyle.

## **CONTRIBUTE TO YOUR EMPLOYER'S RETIREMENT SAVINGS PLAN**

If your employer offers a savings plan for retirement, like a 401(k), enroll yourself and contribute the maximum you can. This can reduce your taxes. Some employers match or contribute money to your fund. With time, interest will increase your wealth. Many employers opt-in their workers into an account and then automatically increase a percentage of your income unless you choose not to participate. These opt-in and automatic escalation create a system of wealth-building that may benefit you.

## **WHAT IS A 401(K)?**

A 401(k) is a retirement plan sponsored by your employer to which you can contribute a percentage of your monthly salary before taxes. Sometimes, employers choose to contribute a percentage of the employee's income to the employee's plan. Many employers only contribute to an employee's plan if the employee also contributes. Ask questions so you know what contribution from you will lead to the maximum employer contribution and what happens to the funds when you leave or retire. Find out if your plan allows loans in case you need to take money out to buy a home, send a child to college, or pay for an emergency. Nonprofits offer similar accounts, referred to as 403(b) accounts.



## **EARLY USE OF RETIREMENT SAVINGS**

In general, it is best to keep your contributions to a 401(k) in your account until you retire. If you take funds out early, you will pay taxes and possibly an early withdrawal penalty. If you are in urgent need of funds, you may be able to withdraw funds early or loan yourself the funds, but you will need to inquire with your employer for details. In some cases, borrowing from yourself is a better way to handle a financial emergency than other higher-cost options. Funds in Individual Retirement Account (IRA) may also be accessible in an emergency. You can take out up to \$10,000 to buy a first home or pay for college without paying a 10% early withdrawal penalty. During some national emergencies, early withdrawal penalties are waived; speak to a tax attorney or your employer for advice. If you can not afford a tax-attorney, there are local non-profit tax services you may be able to utilize in filing.

If you change jobs, you can leave the savings in the current employer plan, transfer your funds to your new employer's plan or transfer your investments to an IRA. If you transfer your funds, consider the fees that might be charged for the rollover. Make sure that the person helping you with the transfer is a financial advisor acting as a fiduciary, not a salesperson earning a commission.

## **LEARN ABOUT YOUR SOCIAL SECURITY BENEFITS**

Social Security pays benefits on average equivalent to 40% of your salary before retirement. The Social Security Administration's website includes a retirement calculator to give you an idea of what your benefits will be. To get more information, visit [www.ssa.gov](http://www.ssa.gov) or call 1-800-772-1213.

## **INDIVIDUAL RETIREMENT ACCOUNTS**

If your employer does not offer a 401(k) or a pension plan, you can open an Individual Retirement Account (IRA). When opening an IRA you have two options – a Traditional IRA or a Roth IRA. The difference is when you pay taxes on the income earned from your investment. With a Traditional IRA, you pay taxes before you deposit the income into the account; with a Roth IRA, you pay taxes when you withdraw it. These accounts can prove to be an easy way to save. You can make automatic contributions to this account from your checking or savings accounts.

You can deposit up to \$6,000 annually in an Individual Retirement Savings Account; if you are over 50 years old, you can contribute \$1,000 more.

To learn more about the benefits of an IRA account, talk to your employer or financial institution.



## LEARN ABOUT YOUR EMPLOYER'S PENSION PLANS

If your employer offers a traditional pension plan, find out if you are covered under the plan and how it works. Ask for an individual benefit statement to know the value of your benefits. Before changing jobs, find out what will happen to your benefits. Learn about your pension rights from your previous employer. Find out if you will have a right to benefits under any plans from your spouse.

## CONSIDER BASIC INVESTMENT PRINCIPLES

The benefits of your investments are affected by inflation and the type of investments you make. Learn about where your savings or retirement funds are invested. Know your options, and diversify your investments into different types to reduce risk and increase gains. You can modify your investments taking into account factors like your age, your goals, and your financial circumstances.

## LONG-TERM INVESTMENT OPTIONS

Investments are financial products that allow you to deposit your money and earn interest, meaning that your investment will have increased when you withdraw it at a later date.

There are different types of products you can invest in. Savings bonds, described below, are the only product offered by the government.

**Savings bond** – This is a savings product offered by the US government that can be purchased from banks, online through [treasurydirect.gov](https://treasurydirect.gov), or through your tax refund (IRS Form 8880). Over time, these bonds earn interest (either a fixed rate, or based on market rate) and increase in value. After waiting for a minimum of 12 months, you can cash them in at your local bank. They may also be tax deferred or tax exempt depending on the type of savings bond.





# Loan Considerations & Protections

When financial emergencies happen you should know what options you have to get money to tide you over. A decrease in income, an unexpected bill, or a health emergency can get you behind on your bills. There may be options to help you stay current on your bills, negotiate with your creditor, and defer payment. This section covers predatory lending and various places to borrow funds such as auto loans, student loans, employer-sponsored loan programs, small dollar lending products offered by banks, and other lending options.

## PREDATORY LENDING

Predatory loans have high interest rates or unfair terms. These loans strip wealth from financially vulnerable families and leave them with fewer financial resources. Types of predatory short-term loan products include payday loans, car-title loans, and abusive installment loans. Predatory lenders often charge exorbitant fees and interest rates, lend without regard to borrowers' ability to repay, continually refinance loans over a short period of time, and resort to seizing borrower assets like cars or bank accounts. Some states prohibit predatory loans or cap the costs at 36% APR or less, but Nevada does not have capped interest rates. At the federal level, loans to active military members are capped at 36% APR.

### PAYDAY LOANS

A payday loan is a high-cost, short-term loan, generally less than \$500, which is paid back on the next payday. In general, payday loans are characterized by the following:

- The loans are for small amounts;
- The amount must be repaid in full on the next payday;
- The borrower must give the lender access to their checking account, or provide the lender with a check for the total amount of the loan as collateral. The lender has the option to cash the check on the deadline. and;
- The interest rates are extremely high, well above the rates for a credit card or loan offered by a bank.

Fees for payday loans vary between \$10 and \$30 for every \$100 loaned, which represents a huge interest rate. On a \$100 loan, a \$15 fee is equivalent to an annual percentage rate (APR) of 400%. In contrast, the APR of credit cards generally varies from 12% to 13%. Nevada law does not protect residents from abusive payday lending or high-cost installment loans, meaning that lenders can charge high interest rates without running into a state-enforced cap.

**Half of borrowers who take out a payday loan are unable to repay it by the next paycheck. Usually, they roll the old loan into a new loan, which can lead to a debt trap they can't escape.** For example, a typical payday loan borrower takes out eight loans of \$375 each per year and spends \$520 on interest. Additional research has shown that the average payday borrower remains in debt for more than half a year – double the length of indebtedness recommended by the Federal Deposit Insurance Corporation (FDIC).

### **Is it safe to get a payday loan from the Internet?**

Sharing personal and financial information on the Internet brings certain risks. If you are trying to get a payday loan online, the risks are greater. Many websites that say they are lenders are not. Most are businesses known as “generators.”

These websites or “generators” collect your information – including your Social Security Number and checking account number – and sell this information to lenders. Your information can fall into the hands of lenders who in turn can bombard you with mail or calls you don't want.

Moreover, “generators” do not generally refer borrowers to lenders who offer low interest rates and fees. You should be cautious with websites making this promise. It is often difficult to know which company is making the loan, and this may complicate things for you if you need help from law enforcement or the government to resolve a problem with the loan or service provider.

Getting a payday loan from a physical establishment gives you a better idea where to go if you have questions or problems.

### **Can I be arrested for not paying back my loan?**

No, payday loan lenders cannot arrest you if you do not pay back your loan. If a lender threatens to have you arrested, report the threat immediately to the Office of the Attorney General of Nevada. You can also file a complaint with the Consumer Financial Protection Bureau (CFPB). However, if the lender brings your case to court for incomplete payments and you are not present, the judge can issue an arrest warrant against you. You should never ignore an order to appear before a judge.

### **AUTO TITLE**

Car title loans offer you quick cash — often between \$100 and \$10,000 — in exchange for your vehicle's title as collateral. The average auto title loan is \$1,000. Generally, car title lenders have fewer requirements for potential borrowers than other lenders; they do not check credit or proof of income because they will own your car if you don't repay the loan.

There are two kinds of car title loans:

- Single-payment loans that require borrowers to repay in one lump sum, usually 30 days later, and have an average APR of 300%.
- Installment loans that let borrowers make multiple payments, usually over three to six months, and have an average APR of 259%.

Note that the state of Nevada does not have protections against abusive car-title loans. These loans are expensive, with hefty fees and annual percentage rates frequently topping 260%. Most single-repayment borrowers are unable to pay the loan and have to renew their loans multiple times. About 20% of borrowers have their cars repossessed, which can compound the problems these borrowers are facing.

### **What happens if I can't immediately pay off the loan?**

Some lenders charge fees to extend the term you have to pay off your loans. However, these fees do not count towards paying the principal (initial amount) of the loan. If your lender extends the term multiple times, you may pay hundreds of dollars in fees and still owe the initial amount of the debt. For example, if you pay a fee of \$45 to extend your loan term three times before paying the loan of \$300, you will wind up paying \$180 in fees plus the \$300 initial amount of the loan.

## **CREDIT HISTORY & REPORTS**

### **UNDERSTANDING YOUR CREDIT REPORT AND SCORES**

Lenders want to know whether borrowers are going to pay them back the money that they have borrowed. An individual's credit score and credit history provide a quick snapshot of someone's likeliness to repay, or their "credit worthiness."

### **CREDIT REPORTS**

To determine your likeliness of paying them back, lenders consider information from other financial firms that have done business with you. Those firms report your history of asking for and repaying loans to credit reporting agencies, also called credit bureaus or consumer reporting agencies. There are dozens of these agencies, but the three main companies are TransUnion, Equifax, and Experian. These credit reporting agencies gather information about you in a credit report.

A credit report will contain information about the number and amount of loans you have, how many credit cards are in your name, and what your payment history on those cards has been. Home foreclosures are also included on credit reports. A foreclosure or bankruptcy remains on your credit report for seven years, and its presence in your credit history will likely make it difficult for you to obtain new credit at the best interest rates during that time.

## **IMPACTS OF YOUR CREDIT HISTORY**

Your credit history can affect your access to credit, loans, jobs, housing, insurance, and other important services.

- Based on your credit report and credit score, firms decide whether they will lend you money to buy a car or house, or approve you for a credit card or loan.
- Telephone and insurance companies also use your credit report to determine what prices and services they can offer you. Telephone and utility firms might use your credit score to determine whether you must pay a security deposit to get services.
- Landlords may use credit reports and scores to determine whether they will rent to you.
- Depending on state law, employers may use your credit report—but not your score—to determine whether they will hire you. Employers may only review your credit report with your written permission.
- Without a good credit history, you may have a harder time getting a loan, renting an apartment, getting a favorable cell phone plan, obtaining some jobs, or turning on utilities.

## **ESTABLISHING CREDIT HISTORY**

If you do not have a credit history, here are some ways to establish one:

- Apply for a credit card at a store or gas station. These can have high annual percentage rates, so shop carefully and choose one you can pay off every month.
- Apply for a guaranteed-approval credit card or look for a low-fee secured credit card.
- Apply for a store credit card from one of the businesses that offer credit cards when you make large purchases. These are the easiest to get and can help you to establish a credit history.
- Get a credit-building loan—an installment loan, usually for \$1,000 or less, to be repaid over a 6 to 12 month period.
- Become an authorized user on someone else's credit card, which will give you a credit card in your name.
- Put telephone bills in your name, as those are frequently reported to the National Telecom and Utility Exchange database, a specialty consumer reporting agency.
- Work with a consumer credit nonprofit to build an alternative credit history by reporting your rent, utility, and telephone and internet payments.

Remember that your credit history is not your credit future. Credit history is a path. It's a story that is constantly changing and in your hands.





## CREDIT SCORES

The information in your credit report is translated into a numerical score (called a credit score) representing your creditworthiness. A credit score (also referred to as FICO® or Vantage score®) helps lenders decide whether you will repay what they lend you. The higher your credit score is, the less risky it is for a financial institution to give you a loan. Credit scores range between 300 and 850 points. If you have a credit history of repaying what you borrow, you will have a prime credit score (between 740 and 850 points). About half of U.S. adults with a credit score have a score in this range, compared with 43% of Nevadans. If you have a credit history with many late or no payments, or do not have a broad credit history, you will have a subprime score (between 300 to 580 points).

FICO® offers the dominant credit scoring model. It weights information from your credit reports as shown:

### WHAT YOUR CREDIT SCORE MEANS

#### If your credit score is above 740 (a good credit score) . . .

- Over the past seven years, you've used credit cards, mortgage loans, car loans, and/or student loans.
- Most of your loan payments have been on time.
- What you owe on each loan is smaller than the credit limit or original loan. As a result, you are able to pay lower interest rates on the loans you do have and it is easier for you to get new loans.

### **If your credit score is below 580 (a poor credit score) . . .**

- Over the past seven years, you haven't had many credit lines or loans, or you haven't used your existing lines frequently;
- Many of your loan payments have been late;
- You've experienced bankruptcy or foreclosure;
- You have large outstanding loans;
- Problems with credit over the past seven years continue to affect your credit report; or
- You are a young person without lengthy experience with credit; and
- As a result, you have to pay higher interest rates on the loans you do have and it is harder for you to get new loans.

### **If you have no credit score at all . . .**

- You may never have received a loan from a bank or credit union;
- You've never had a credit card or other financial product that reported your payments to credit bureaus;
- You pay your bills in cash; or
- Your credit was in a late spouse's name.

As a result, you have to pay higher interest rates on the loans you do have, you may be asked to pay more for car insurance or provide a larger security deposit for utilities, and it will be harder for you to get new loans.

### **SEEING YOUR CREDIT REPORT**

It is important to review your credit report to look for errors, find bills you have not paid (unpaid collections) and watch for fraud. You can review your credit report from each credit reporting agency for free once a year. Many experts recommend reviewing your report at one of the three main credit reporting companies every few months. You may wish to review a different report every four months to keep track of information in your credit report, since many firms report to all three bureaus.

If you'd like to view a free copy of your credit report, you can contact **Annual Credit Report** by calling **1-877-322-8228** or going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com). This is the only place you can get the free credit report you are entitled to under law. Beware of imposters.

You can also get another free credit report from each of the nationwide credit reporting agencies every year if you are receiving public assistance, are unemployed and looking for a job, or believe your credit report is inaccurate due to fraud.

You will see that you can only review your credit report and credit history; your credit score is proprietary information and so not available at [annualcreditreport.com](https://annualcreditreport.com). However, you may be able to obtain your credit score through your bank, as many banks have partnerships with FICO and you can keep track of your credit score for free. Nonprofit credit counseling or housing counseling services may also be able to help you access your credit score.

Alternatively, you can buy your credit score at [www.myfico.com](https://www.myfico.com) for FICO® scores or [www.vantagescore.com](https://www.vantagescore.com) for VantageScore®.

You can also review information about you at specialty consumer reporting companies at [consumerfinance.gov](https://consumerfinance.gov).



## PROTECTING YOUR CREDIT HISTORY

You can take extra steps to protect your credit. Depending on your needs, you can limit access to your credit reports to prevent others from opening new accounts in your name.

### FRAUD

If you believe you may become the victim of identity theft or fraud, or you know that your identity has been stolen, you can reach out to one of the three credit reporting agencies to place a fraud alert on your account. (The one you reached out to must notify the other two about the alert.) This requires creditors and other businesses to verify your identity before granting credit in your name. If you suspect identity theft could happen, the fraud alert stays in place for one year; if you know that identity theft has happened, the alert will stay in place for seven years.

## CREDIT FREEZES

You have a legal right to freeze your credit reports. This prevents access to your credit reports. If your credit report is frozen, you will not be able to add new accounts for credit, and in some states, you will also not be able to open new utility accounts or get new insurance policies. For the freeze to be effective, you must request it at each of the three credit bureaus. It can take 24-48 hours to lift the freeze. There is no cost to freeze your credit.

## CREDIT LOCKS

A credit lock is similar to a freeze in that it prevents both access to your credit report and new lines of credit. However, a credit lock is not a right provided by law, and it has a cost. A credit lock can be faster and easier to reverse than a freeze but a freeze has more legal protections.

## IMPROVING YOUR CREDIT

The first step is to ask for a free credit report. The report will tell you how to improve your credit history. Here are some tips to improve your credit:

- Pay all your bills on time. This is the most important thing you can do.
- Pay your debts, especially on your credit cards. Owing a lot of money does not help your credit history.
- Don't get new credit cards or open new bank accounts if it is not necessary.
- Not every inquiry will affect your credit scores. If a landlord, employer or insurance firm checks your credit report, those are considered "soft inquiries" and do not affect your credit report or score as they are not offering you credit. A hard inquiry is a request for credit. If you are shopping for a mortgage or car loan, each hard inquiry in a short time period only counts as one hard inquiry so comparing rates and lenders will not reduce your score.

It takes time to improve your credit score. After following these steps, check your credit report again using [AnnualCreditReport.com](https://www.annualcreditreport.com).

It is important to remember that only you can improve your credit. If someone offers to improve your credit, be suspicious. There are credit repair scams that will promise to remove negative but accurate information from your report. Before signing a contract, check with the Nevada Attorney General or the Consumer Financial Protection Bureau ([consumerfinance.gov](https://consumerfinance.gov)) to see whether complaints have been filed against the company.

## YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT

Only firms with a valid business reason to access your score may do so, and in most cases, your permission is required. Insurance and credit firms may make a valid offer of credit without your permission, but employers cannot. Understanding these rights helps you improve and protect your credit history.

## ADVERSE ACTION NOTICES

Under the Fair Credit Reporting Act, potential creditors (lenders, insurance companies, utilities, landlords, or employers) must tell you if they used your credit reports or scores to deny your application or offer you less favorable loan terms. They send you an “adverse action notice,” which will give you the contact information for the credit reporting agency they used. You have the right to obtain a free copy of the report that led to your denial. You have 60 days to order that free copy.

## DISPUTES – ADDRESSING ERRORS ON YOUR CREDIT REPORTS

If you find errors in your credit report, you can report them directly online or by phone. If you believe information on your credit report is incorrect, you have the right to dispute it.

- You can dispute errors by going to the websites of Transunion, Experian or Equifax. You can also send a letter via certified mail, return receipt requested. The dispute process takes time.
- If the credit reporting agency finds that your dispute is valid, they must fix the information and send you a copy of your credit report with the corrected information.
- If they do not find your dispute valid, they must notify you in writing and state the reasons why your claim was rejected. You may resubmit the dispute and work with an information furnisher to get it corrected.

Keep records, follow up, and don’t give up.

In general, negative information like foreclosures can only be reported for seven years. Some bankruptcies are exceptions.

If you are not able to resolve a problem affecting your credit report, you can seek help. Submit a complaint by calling the CFPB at **855-411-2372** or visit [consumerfinance.gov](https://consumerfinance.gov).

## OPT OUT

You also have the right to opt out from receiving offers of credit cards and insurance from credit reporting firms. You can choose to opt out for five years or permanently. To opt out, visit [optoutprescreen.com](https://optoutprescreen.com) or call toll-free **1-888-5OPT-OUT (567-8688)**. You can opt back in later if you change your mind. You cannot opt out of having a credit report. The data and information belongs to the credit reporting agencies that collect and score it.

# SHORT-TERM LOANS

## EMPLOYER – PAYCHECK ADVANCE

Some employers permit their employees to take advances on their paychecks. Some employers have relationships with credit unions, banks, or financial firms like ADP, HoneyBee, SalaryFinance or TrueConnect that provide emergency personal loans, typically between \$250 and \$3,000, through an employer's benefits portal as a loan or advance on a future income that is repaid through your paycheck. Others have partnerships with firms like Earnin and PayActiv that integrate with your employer's payroll system to send your earned wages to a bank account to repay the loan. These loans tend to have flat membership fees and much lower interest rates than a payday loan.

## FAMILY AND FRIENDS

For many, borrowing from family or friends might be the easiest and safest option. Write up a loan agreement noting the amount borrowed and the terms of the loan. The agreement should note any interest you will pay, whether the repayment is in installments or lump sum, and when you will repay the loan. Signing a promissory note and having it notarized can prevent hurt feelings and disputes. Family members may require you set up a budget to ensure you can repay the loan.

Researchers have found that borrowers tend to forget that they borrowed money, but that lenders do not. Keep your word and repay the loan when promised and communicate with the individual you borrowed from to avoid complicating and damaging relationships. Some family members will allow you to repay with trade such as painting, child care, or cleaning.

Borrowing from friends and families has other limitations; the amount of funds available is limited by what your friends and family have and can part with. There are also some tax rules that apply to family loans, such as paying interest on income earned from the loan.

## FINANCIAL INSTITUTIONS

Some bank and credit unions offer small-dollar loans. Some credit unions offer Payday Alternative Loans (PALs). These do not require a good credit score, just affirmation that the borrower has the income and ability to repay the loan. Some banks offer loans for under \$1,000 with low fees to their customers that must be repaid within three months. There are also online companies that offer loans. These tend to be installment loans or lines of credit.



Look for a small dollar loan that:

- offers affordable installment payments of no more than 5 percent of each paycheck. has an APR in the single or double digits (5%, 10% or no more than 36%), not triple digits (360%);
- has total costs less than half of the loan principal; application fees should be small and any other fees should be spread out evenly over the life of the loan, not front-loaded;
- provides enough time to repay such as six months, not two weeks;
- will not trigger overdraft or nonsufficient funds fees if a payment is automatically deducted from an account without enough funds to cover the payment; and
- reports your payments to a credit bureau to help you build your credit score.

Some financial institutions offer online personal loans. Loan amounts generally start at \$2,000 and require a credit score of at least 580.

## **RETIREMENT ACCOUNTS**

Some employers allow workers to borrow from their retirement accounts. This can be a better option than a high-cost lender. If you borrow from your retirement account, you will usually not be able to make contributions into your retirement account until the loan is repaid—or in some cases, for six months or a year. You can also withdraw funds from your retirement account, but such a withdrawal will trigger a 10% federal tax penalty unless you use the money to buy a home or attend college.

## **AUTO LOANS**

Most car buyers need to take out loans to purchase their vehicles. Below are some suggested steps to ensure you're getting the best deal for your vehicle and that your loan payments will be manageable.

### **APPLYING FOR AN AUTO LOAN**

You can get an auto loan either at the dealer, a bank, or a third party lender. The rates and terms you get for an auto loan are dependent on many things, including your credit score, your assets, and your income. Auto dealers are also able to add a dealer markup to loans offered through the auto dealer; these dealer add-ons could raise your interest rate 1-2% above what a bank is willing to offer to you.

When comparing auto loans, look at the following features to make sure you choose the best loan:

- **Approved amount:** lenders will indicate the maximum amount they are offering you.
- **Interest rate:** this rate is used to calculate your monthly payments. The interest rate depends on your credit score and income, length of the loan, and vehicle. It is recommended that you shop around for the lowest rates.
- **Loan terms:** This is how long it will take to repay your loan. Some loans can last for up to 84 months, but the average loan length is 60 months.
- **Restrictions:** Some lenders may only lend to certain dealerships or will not finance purchases from private individuals. Other lenders may exclude some makes, models, or types of vehicles, such as electric cars.

Websites like [nerdwallet.com](https://nerdwallet.com) include a car payment calculator, so you can estimate your monthly payments and interest. Make sure your loan has been approved before you take your vehicle home in order to get the original financing deal you were offered.

Dealers often offer additional products, such as a warranty. Take the time to review any product documents and ask the dealer questions about the details of the contract. The final contract for your vehicle will include the state sales tax, the documentation fee, and any registration fees.

## REFINANCING AN AUTO LOAN

Refinancing an auto loan is the process of replacing a current auto loan with a new one from another lender. Refinancing is beneficial if you're able to get a lower interest rate (usually if your credit score and credit history has improved) and shorten the remaining term on your current loan, which will help you save money on interest. The new loan amount after refinancing is usually about the same as the balance left on your previous loan although you should be careful not to pay more in fees than you are saving in lower payments.

In order to refinance an auto loan, you will need the following information regarding your auto loan:

- Current monthly payments.
- Remaining loan balance.
- How much time is left on your loan.
- Current interest rate.
- The original loan contract: ensure there are no prepayment penalties or any other penalties that may occur through refinancing.

You will also need:

- Your driver's license.
- Social Security Number or ITIN.
- Pay stubs from your current employer or proof of employment.
- Vehicle identification number (VIN) of your car.

After collecting this information, you can apply to car loan refinance companies to compare interest rates and find the best offer. Many websites include an auto refinance calculator so you can determine what your monthly payments would be.



## STUDENT LOANS

Loans help many students afford college, but students need to be careful when taking on debt. Therefore, it is important for prospective students to learn about the different kinds of student loans before borrowing. For a comprehensive look at the types of student loans and how much they could cost you, visit [bigfuture.collegeboard.org/pay-for-college/loans/types-of-college-loans](https://bigfuture.collegeboard.org/pay-for-college/loans/types-of-college-loans). For more information on navigating higher education, please visit my College and Beyond Guide at <https://www.cortezmasto.senate.gov/imo/media/doc/College%20Guide%20English%20-%20DIGITAL.pdf>.

According to the College Board, the average student received about \$14,000 in 2019 to help pay for college, including \$8,000 in the form of grants. Federal loans and grants accounted for over 69% of the total figure of awarded aid. By the time students graduate with a bachelor's degree, they typically will have more than \$30,000 in debt. Students of color are more likely to borrow. They also borrow in greater amounts, and are less likely to pay down their debt.

The burden of student loans affects students' ability to save for a home and retirement. This is why I am working to simplify the student loan process and allow students to refinance their federal loans.

In order to access most financial aid opportunities, including loans and private scholarships, you will likely need to complete the Free Application for Federal Student Aid (FAFSA). To do so, visit: [fafsa.ed.gov/FOTWWWebApp](https://fafsa.ed.gov/FOTWWWebApp). Without the FAFSA, you cannot access many forms of federal aid, like Pell grants, which do not need to be repaid. The amount of federal and private assistance you receive depends on your financial need, the cost of attending school, your status at school (full or part time), your attendance, and in some cases, your performance at school. Students must be U.S. Citizens or Permanent Residents to receive assistance via FAFSA.

An alternative or complement to student loans is the 529 plan, available through the Office of the Nevada State Treasurer. The group of five Nevada 529 plans includes a prepaid tuition plan, an advisor-sold savings plan through Putnam Investments utilizing a multi-manager approach, a direct-sold 529 savings plan featuring Vanguard mutual funds, a direct-sold plan featuring SPDR ETFs and a savings program featuring USAA mutual funds. The prepaid tuition plan has a state residency requirement.

College Savings Plans work much like a Roth 401(k) or Roth IRA by investing your after-tax contributions in mutual funds or similar investments. The 529 college savings plan offers several investment options from which to choose. The 529 plan account will go up or down in value based on the performance of the investment options. You can see how each 529 plan's investment options are performing by reviewing our quarterly 529 plan performance rankings.

Prepaid Tuition Plans let you pre-pay all or part of the costs of an in-state public college education. They may also be converted for use at private and out-of-state colleges. The Private College 529 Plan is a separate prepaid plan for private colleges, sponsored by more than 250 private colleges.

For more information, contact the Nevada State Treasurer at the office below:

555 E. Washington Ave, Suite 5200  
Las Vegas, Nevada 89101  
(Toll Free) 888-477-2667

# MORTGAGES

## HOW DO I KNOW IF I CAN BUY A HOME?

If you are looking to buy a home, you most likely need to get a mortgage loan from a bank or other lending institution. The best place to start is your neighborhood bank or credit union or a HUD-approved housing counseling agency to assess your home mortgage loan options. They can let you know the maximum amount they are willing to lend you based on your income and credit history.

Keep mortgage affordability in mind and consider your budget carefully before taking out a mortgage loan for the maximum amount the lender offers you. Often, the maximum loan offer will be higher than you can comfortably afford to pay each month.

Don't sacrifice your ability to save for other goals—like emergencies, college tuition, and retirement—in order to buy a home worth the maximum amount you're approved for. To know how much you can really pay every month, analyze your family income, expenses, and saving habits. Remember that your monthly payments could change in the future, depending on the type of loan you select. Will your income be enough if your monthly payments increase? Don't forget about other monthly expenses like home insurance, property taxes, association fees, and home maintenance and repairs.

Buying a home can be a positive step toward financial sustainability. When you know how much you can afford to pay every month, you will be better prepared when discussing your mortgage options with a loan officer. For more information and helpful tools, visit [www.consumerfinance.gov/owning-a-home/](http://www.consumerfinance.gov/owning-a-home/).

For HUD-approved housing counseling agencies in your neighborhood, visit <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?webListAction=search&searchstate=NV>

## **I want to buy a home, but, I don't have a 10% down-payment saved. Can I still pursue homeownership?**

Yes. One of the most common misconceptions of prospective homebuyers is that they cannot afford to buy a home if they don't have 10% saved as a down-payment. While it is advisable to have a 10% down-payment ready to go, it may not be necessary depending on your circumstances. First, you may be eligible for down-payment assistance programs available in your area. Second, the U.S. Federal Housing Administration—which is part of HUD—offers certain creditworthy borrowers down-payment options as low as 3.5% of the purchase price.

If you are a servicemember, veteran, or surviving spouse, you may also be eligible for a loan guaranteed by the Veterans Administration. These loans may not require a down payment and would include terms that are more favorable than loans offered by a private lender.



Contact a HUD-approved housing counseling agency to discuss your down-payment options. One of them may be the Home Is Possible program, managed by the Nevada Housing Division. This program can give you up to 5% of the loan value in assistance, which can be used for down payment and/or closing costs. To learn more about this program and other programs for teachers and veterans, visit [www.homeispossiblenv.org](http://www.homeispossiblenv.org).

In addition, make plans to hire a title agent to ensure that the seller owns the home free and clear of any liens. In general, it is best to hire your own title agent rather than one referred by your lender or realtor to prevent any conflicts of interest. You must purchase title insurance for your lender and you may wish to purchase title insurance for yourself, which protects you financially if problems with the title turn up. Without an owner's title insurance policy, you may not be able to sell the house if there are surprise liens. Once you buy an owner's title policy, you own it for as long as you own the property. With a lender's policy, if you refinance, you need to buy a new policy for your lender.

### **HOME LOAN MODIFICATIONS**

A mortgage loan modification is any change to the original terms of your existing home loan. Many servicing companies will offer modification options for borrowers who are having difficulties making their mortgage payments. The terms of the loan modification will vary, but they should ultimately result in lower monthly payments for the borrower. If you are having financial difficulties, please contact your servicing company as soon as possible.



## CONSIDERING A MORTGAGE AUDIT?

The Nevada Division of Mortgage Lending is advising homeowners to be extremely cautious before you allow a company to perform an audit of your mortgage. A mortgage audit is a review of mortgage loan documents to determine if the lender complied with the state and federal mortgage loan laws.

The Division warns that many of these services, which advertise themselves as tools homeowners can use to get better loans or modify existing loans, are actually scams. Moreover, even if the audit is conducted by a qualified auditor, mortgage industry professional, or lawyer, the only authority that can authorize your loan modification is your lender.

If you choose to pay for mortgage audit or loan modification services, check the Nevada Division of Mortgage Lending's list of companies licensed to offer this type of service. If you think you have been the victim of a mortgage audit scam, file a complaint with the Nevada Division of Mortgage Lending at **702-486-0782**, or visit [http://mld.nv.gov/Consumer/Submit\\_a\\_Complaint/](http://mld.nv.gov/Consumer/Submit_a_Complaint/). To file a complaint about an attorney, call the State Bar of Nevada at **1-800-254-2797**.

## FREQUENTLY ASKED QUESTIONS & RESOURCES

### What can I do if I am behind on my mortgage payments?

Homeowners who are behind their monthly payments or who owe more than the value of their home should contact their lender immediately to talk about available options. Lenders have an interest in keeping borrowers in their homes, and communicating with the lender is the best way to make sure that happens.

Homeowners who face difficulties getting in touch with their lenders should contact their local HUD-approved housing counseling agency for guidance. My office may also be of assistance in the mediation process. A list of Nevada's HUD-approved housing counseling agencies is available at <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?&webListAction=search&searchstate=NV>.

## FORECLOSURE

Foreclosure happens when you default on your mortgage and your lender takes ownership of your home. Foreclosures can be traumatic for homeowners. If you are foreclosed on, you will lose your house and your credit score will drop, which will hurt your ability to borrow again. If you are a homeowner and you are having difficulties making your monthly payments, contact your servicer as soon as possible and ask for any available options. In most cases, the foreclosure process cannot begin until a borrower is more than 120 days overdue on payments. However, you should not wait until you receive a foreclosure notice to engage with your mortgage servicing company.

Once you have spoken with your servicer, you may also want to check with a HUD-approved counselor to ensure you know all your options. You may also contact my office for assistance with mediation. Here are some options that may be available to you to avoid foreclosure:

## HOME LOAN MODIFICATIONS

A mortgage loan modification is any change to the original terms of your existing home loan. Many servicing companies will have modification options for borrowers who are having difficulties making their mortgage payments. The terms of the loan modification will vary, but they should ultimately result in lower monthly payments for the borrower. If you are having financial difficulties and would like to keep your home, please contact your servicing company as soon as possible. Time will be of the essence as you seek to avoid a costly foreclosure. If you are in default, your servicer may contact you directly. Make sure that you are speaking to your servicer and not a third party.

If your mortgage is owned or guaranteed by Fannie Mae or Freddie Mac, you may qualify for the Flex Modification program. The program will seek to reduce your payments to no more than 31% of your income by accounting for days of delinquency and the value of your home. You must be 60 days or more past due on the loan of your primary residence to qualify.

Be mindful that modifying your home loan may cost you more in interest over the long run if you lower your monthly payments by increasing the term of your loan.

## MORTGAGE REFINANCE

A mortgage refinance replaces your current loan with a new one. You may do this to lower your interest rate, reduce your monthly payments, or get rid of your FHA mortgage insurance. When you refinance, your new loan pays the balance of your previous loan. You will file an application and go through the underwriting process just like you did to get the first mortgage.

Before you consider refinancing, you should think about the reasons why you're refinancing and set goals with the help of your HUD-approved counselor.

## SHORT SALES

A short sale is a method to sell your home when you can no longer afford mortgage payments. In a short sale, the lender of your loan will agree to sell your home for under or close to the remaining mortgage balance, which will allow you to avoid a foreclosure. However, to qualify for short sales, borrowers must experience hardship or show evidence of their inability to make their mortgage payments. Additionally, the lender has to agree to the terms of the sale. Be mindful that as the borrower, you will not be able to access any funds from the transaction; those funds will go directly to the lender.

Before you consider a short sale, consider contacting a HUD-approved counselor for assistance.

# DEBT COLLECTION AND CONSOLIDATION

When you owe a company money, they will usually try to collect it for a few months. After that, the company may turn your debt over to a debt collector. A debt collector is an individual or company who recovers unpaid debts. Collectors can be collection agencies, attorneys, or companies that buy outstanding debts to collect on them. Collection has important consequences, so you need to pay attention to collection notices.

## WHAT HAPPENS AFTER A COLLECTOR CALLS YOU?

After calling you for the first time, the debt collector has 5 days to send you a written notification that includes the name of the lender to whom you owe money, how much money you owe, and what steps to take if you dispute the debt. Review this debt verification closely and consult your own records to corroborate details of the account. You may wish to check your credit reports as well. If you owe all or part of the debt, contact the company immediately to agree on payment. If you think you do not owe debt, send a letter to the debt collector telling them not to contact you.

## PAYING THE DEBT

There are options for paying a collections account. You can pay it in full to the original company or to the debt collector. You can agree on a payment plan. You can settle the debt for less than owed. If you settle for less than owed, get that agreement in writing to hold the collector accountable. No matter which you choose, do not give the collector permission to access your bank account, either by providing your debit card number or setting up automated debits.

## DISPUTING THE DEBT

If the debt is not yours or if you already paid it off, you can dispute the debt. The debt collector must stop collection efforts and investigate whether you paid the claim already. During the investigation, the debt collector cannot put the issue on your credit reports. If the collector finds the debt valid, it will mail you documents verifying the bill. If not, it will stop attempting to collect the debt.

## YOUR RIGHTS UNDER THE FAIR DEBT COLLECTION PRACTICES ACT

You have rights under the Fair Debt Collection Practices Act (FDCPA), which prohibits abusive, unfair, or deceptive practices by debt collectors. The FDCPA covers credit card debt, automobile loans, and medical and mortgage accounts.

A debt collector cannot:

- Call you at inconvenient hours—for example, before 8 a.m. or after 9 p.m.;
- Call your place of work if you have asked them not to;
- Contact you after you have asked them not to. The collector can notify you if the lender is considering legal action;
- Reach out to your friends, family, employers, or other contacts;
- Call repeatedly with the intention to bother, abuse, or harass whoever answers the phone;
- Use obscene or profane language;
- Threaten you with violence;
- Lie or threaten to arrest you;
- Threaten to take money you owe from your salary, unless the lender intends to follow the legal procedures to do so; or
- Tell you that your name will be published on a list of people who refuse to pay their debts.

## FILING A COMPLAINT AGAINST A DEBT COLLECTOR

If you have problems with a debt collector, you may file a complaint with the Office of the Nevada Attorney General, the Federal Trade Commission (FTC), or the Consumer Financial Protection Bureau (CFPB). You can call the Office of the Nevada Attorney General or the CFPB to learn what your rights are under state and federal law.

**Nevada law protects consumers' assets from debt collection but does not adequately protect consumers from abusive debt-buying practices. Nevada law limits hospital charges, billing, or collections involving debt charges.**

### CFPB

P.O. Box 4503

Iowa City, Iowa 53344

Phone: 855-411-2372

[www.consumerfinance.gov/complaint](http://www.consumerfinance.gov/complaint)

### FTC

600 Pennsylvania Avenue, NW

Washington DC 20580

Phone: 202-326-2222

[www.ftc.gov](http://www.ftc.gov)

## NEVADA ATTORNEY GENERAL OFFICES

### **Carson City**

100 North Carson Street  
Carson City, NV 89701  
Phone: 775-684-1100

### **Las Vegas**

Grant Sawyer Building  
555 E. Washington Avenue, Suite 3900  
Las Vegas, NV 89101  
Phone: 702-486-3420

### **Reno**

5420 Kietzke Lane, Suite 202  
Reno, NV 89511  
Phone: 775-688-1818

## DEBT CONSOLIDATION

Debt consolidation is when a person combines multiple debts, regardless of whether they are credit card debts or loans, to make a single monthly payment. If you have multiple credit cards or loans, consolidating your bills can help you simplify or reduce your monthly payments. Consult a credit counselor before consolidating your debts.

To find out if debt consolidation is a good option for you, contact an accredited credit counselor from one of the following two organizations in Washington, DC. You may also see Help for Consumers and Homeowners for a full list of counselors in Nevada approved by the U.S. Department of Housing and Urban Development.

### **National Foundation for Credit Counseling (NFCC)**

2000 M Street, NW Suite 505  
Washington DC 20036  
Phone: (202) 677-4300  
<https://www.nfcc.org>

### **Financial Counseling Association of America (FCAA)**

611 Pennsylvania Avenue, SE #1600  
Washington DC 20003-4303  
Phone: 866-703-8787  
<https://fcaa.org>

If you have had problems consolidating debts, you should try to resolve the problem with your lender first. If you cannot, you can file a complaint with the Consumer Financial Protection Bureau (CFPB) at **855-411-2372** or <http://www.consumerfinance.gov>.

## Community Investment Programs

Irisa Tam Bailey  
November 25, 2019

FHLB  
San F

# Financial & Community Assistance

## RENTAL AND UTILITY ASSISTANCE

The U.S. Department of Housing and Urban Development (HUD) offers rental assistance, like the Housing Choice Voucher Program (Section 8), aimed at helping Nevadans secure affordable housing. To learn more about how HUD may be able to assist you with renting, please visit: [https://www.hud.gov/topics/rental\\_assistance](https://www.hud.gov/topics/rental_assistance).

Whatever your housing situation, the Nevada Housing Division can help. Among its responsibilities, the Affordable Housing Advocate connects those in need with rental assistance programs and temporary shelter, and works to ultimately ensure all Nevadans have a secure place to call home. <https://housing.nv.gov/>.

The Energy Assistance Program (EAP) provides qualified low-income individuals with assistance in paying for utilities. The EAP program year begins July 1st and applications are accepted from January 1 through June 30th. To learn more about EAP, please visit: [https://dwss.nv.gov/Contact/2\\_Apply\\_for\\_Assistance/](https://dwss.nv.gov/Contact/2_Apply_for_Assistance/).

In 2005, the Nevada 211 program was established to provide residents with comprehensive support services to address a range of challenges. As securing affordable housing is a challenge for many in the Silver State, Nevada 211 has a tool to let you search for a variety of housing related resources. You can explore Nevada 211's offerings by calling 2-1-1 or visiting their website [Nevada211.org](http://Nevada211.org).

## NUTRITION ASSISTANCE

The Supplemental Nutrition Assistance Program (SNAP), administered by the U.S Department of Agriculture, provides families and individuals with benefits to purchase food. You can find information about SNAP eligibility and application materials at the Nevada Department of Health and Human Services Division of Welfare and Supportive Services website: <https://dwss.nv.gov/SNAP/Food/>.

## SUPPLEMENTAL INCOME AND UNEMPLOYMENT INSURANCE

Supplemental Security Income (SSI) is a Federal program designed to provide cash for basic needs for seniors or individuals with disabilities who have limited income or resources. More information about the SSI program is available here: <https://www.ssa.gov/ssi/>.



The Nevada Department of Employment, Training and Rehabilitation (DETR) administers the Nevada Unemployment Insurance (UI) program. If you have lost your job through no fault of your own, you may be eligible to receive UI while you look for new employment. You can find more information about this program at <http://ui.nv.gov/>. Additionally, a comprehensive handbook on Nevada Unemployment Insurance is available here: [http://ui.nv.gov/PDFs/UI\\_Claimants\\_Handbook.pdf](http://ui.nv.gov/PDFs/UI_Claimants_Handbook.pdf).

## DISABILITY AND WORKERS' COMPENSATION

While Nevada does not have a state disability program, Nevadans with disabilities may be eligible for financial benefits through Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Learn more at <https://www.ssa.gov/benefits/disability/>.

If you have suffered a workplace injury, you may be entitled to benefits including medical treatments, compensation for lost time at work, permanent partial disability, permanent total disability, vocational rehabilitation and other claims-related benefits. All employers in the state of Nevada are required to carry workers' compensation insurance. In the event you experience a workplace injury, tell your supervisor immediately and get any medical care you need. Then, fill out your employer's Notice of Injury or Occupational Disease (Incident Report) and an Employee's Claim for Compensation/Report of Initial Treatment. The state of Nevada's Department of Business & Industry has resources on workers' compensation, which can be found by visiting <http://dir.nv.gov/WCS/Home/>.

## WEATHERIZATION

The Weatherization Assistance Program provides energy conservation measures in dwelling units occupied by families at or below 150% of the federal poverty income guidelines as established by the US Office of Management and Budget. For eligible homeowners and renters, there is no direct cost to participate in the program. Owners of eligible rental properties may be required to pay up 50% of any capital improvement measures that are installed. Please see more information on the program by visiting <https://housing.nv.gov/programs/Weatherization/>.







# Fraud & Scams

A wide variety of financial scammers may attempt to deceive you. If you have a basic understanding of the most common types of scams, you will be more able to avoid these disastrous situations.

## NOTARY FRAUD

In many Latin American countries, the term “notary public” refers to lawyers who can help with legal issues. However, in the United States, a notary public is someone authorized by a state government to witness and verify the signing of important documents. Notary publics are not authorized to offer any services related to immigration or other legal procedures.

To learn more about notary fraud and immigration services, visit [www.uscis.gov/avoid-scams](http://www.uscis.gov/avoid-scams) or call **1-800-375-5283**.

Don't be fooled. If you think you have been a victim of notary fraud, file a complaint with the Office of the Nevada Attorney General.

### NEVADA ATTORNEY GENERAL OFFICES:

#### **Carson City**

100 North Carson Street  
Carson City, NV 89701  
Phone: (775) 684-1100

#### **Reno**

5420 Kietzke Lane, Suite 202  
Reno, NV 89511  
Phone: (775) 688-1818

#### **Las Vegas**

Grant Sawyer Building  
555 E. Washington Avenue, Suite 3900  
Las Vegas, NV 89101  
Phone: (702) 486-3420



# TELEMARKETING, INTERNET AND WIRE-FRAUD SCAMS

Every year Americans are cheated out of billions of dollars through telephone and internet scams. Many Nevadans have lost their life savings due to telemarketing and internet crimes. Even worse, these people are often targeted by a second scam: groups that fraudulently promise to get the money back.

Nevada has among the highest rates of telephone scams in the nation. An estimated one in 10 Americans lost money in a phone scam in the past year. On average, each scam victim lost \$430, totaling \$9.5 billion. Keep the following advice in mind to avoid telephone fraud:

- It is illegal for a call center to contact you if you have not asked them to do so.
- Call centers can only contact you between 8:00 a.m. and 9:00 p.m.
- Call centers need to tell you that the purpose of the call is to sell a product or service. They also need to disclose the name of the seller before they can offer you their products. It is illegal for a call center to lie or misrepresent any information about their products or services.
- Call centers must tell you the total cost of their products before you make any payments. They also have to explain their return policies.
- If the call center is calling regarding a promotion, they must tell you your chances of winning. They also need to notify you that that you do not need to buy their products or services to win, and they have to let you know if there are any restrictions or conditions on receipt of the prize.
- It is illegal for a call center to withdraw money from your bank account without your consent.
- It doesn't matter what payment method you use, call centers cannot lie to force you to pay. You do not have to make any payment for restoration of credit, loan forgiveness, and recovery of lost money, or advance payments for credit services.
- State agencies in charge of fighting telephone scams can now prosecute fraudulent call centers in other states.
- Phone scammers try to catch victims who are more vulnerable because they are under stress—for example, during a natural disaster or during tax season.

## IMPORTANT TIPS

If someone contacts you with an unsolicited offer:

- **Don't** be afraid to hang up the telephone. If you think your bank or credit card may genuinely be trying to reach you, hang up and call the number you have on file for the financial institution.
- **Don't** share financial information with people you don't know.
- **Don't** be pressured into making decisions. You should take time to consider.
- **Do** get a written copy of all information before buying a product or service.
- **Do** keep asking questions.
- **Do** tell your friends, neighbors, and family about services you have been offered. Ask their opinion.

Here are some signs that might mean the offer is fraudulent:

- They ask you to pay shipping and handling to receive a prize.
- They ask you to pay to receive a prize or enter a sweepstake.
- They ask you to provide confidential information, like your bank account number, Social Security Number, birthday, or credit card number.
- They call before 8 a.m. or after 9 p.m.
- They ask you to wire them money. Many homebuyers are tricked by a fraudulent email to wire money for the home they are purchasing to a criminal. If you have to wire money to purchase a home, make sure that you are following the instructions from your title company about how to wire the funds to the seller.

**Note:** Never share financial information over the phone with people you do not know. Legitimate companies will not contact you to obtain this information. Also, remember that if an offer sounds too good to be true, then it probably is.

You can report a suspected phone scam to the Federal Trade Commission at <https://www.ftccomplaintassistant.gov/#crnt&panel1-1>. You can also call the offices of the Nevada Attorney General if you believe you have been a victim of a telemarketing scam. You can also call the National Information Center of the National Consumers League at 202-835-3323 ext. 815, or go to their website at [www.fraud.org](http://www.fraud.org).

## **NATIONAL “DO NOT CALL” REGISTRY**

If you register your phone number on the “Do Not Call” Registry, you will receive fewer telemarketing calls. The majority of call centers will remove your phone number from their lists if it is on the “Do Not Call” Registry; if they don’t, they face a fine of up to \$11,000. (This law does not apply to political organizations, non-profits, and other charities).

To get your number on the “Do Not Call” Registry, go to [www.donotcall.gov](http://www.donotcall.gov) or call **888-382-1222**.

As technology has made it easier to place robocalls, illegal calls have skyrocketed in recent years. Under the Telephone Consumer Protection Act (TCPA), it is illegal to initiate a robocall without the consent of the person being called. However, violators can set up shell companies designed to evade fines. This is why I introduced the Deter Obnoxious, Nefarious, and Outrageous Telephone Calls Act or the DO NOT Call Act to create specific penalties, include an aggravated offense that can imprison an offender, and raise the maximum penalty for civil forfeiture.

## **MORTGAGE FRAUD**

Mortgage fraud was one the most important factors in the Great Recession. Unfortunately, while the federal government worked to help families about to lose their homes during the crisis, mortgage fraud also increased. Many companies claimed to be government approved and charged a lot of money for services that should have been free. If you think you have been the victim of mortgage fraud, please contact the Nevada Attorney General's Bureau of Consumer Protection at **702-486-3132**, **888-434-9989** or [www.ag.state.nv.us](http://www.ag.state.nv.us). You can also contact Nevada Consumer Affairs at **884-594-7275**.







# Index of Resources

## FINDING A JOB & WORKPLACE RIGHTS

### NORTHERN NEVADA

**Job Connect Carson City Office**

1929 N. Carson St.  
Carson City, NV 89701  
Tel: (775) 684-0400  
Fax: (775) 684-0466

**Job Connect Elko Office**

172 Sixth St.  
Elko, NV 89801  
Tel: (775) 753-1900

**Job Connect Ely Office**

1500 Ave. F, Ste. 1  
Ely, NV 89301  
Tel: (775) 289-1616

**Job Connect Fallon Office**

121 Industrial Way  
Fallon, NV 89406  
Tel: (775) 423-5115

**Job Connect Reno Office**

4001 South Virginia St., Ste. 11 and H  
Reno, NV 89502  
Tel: (775) 284-9600

**Job Connect Sparks Office**

2281 Pyramid Way  
Sparks, NV 89431  
Tel: (775) 284-9520

**JOIN, Inc. Carson City Office**

716 N. Carson St. Ste. #108  
Carson, NV 89701  
Tel: (775) 283-0125

**One Stop Job Link**

4001 S. Virginia St., Ste. H  
Reno, NV 89502  
Tel: (775) 834-1970

**Office of the Labor Commissioner**

1818 College Pkwy., Ste 102  
Carson City, NV 89706  
Tel: (775) 684-1890  
Fax: (775) 687-6409

**Equal Rights Commission**

1325 Corporate Blvd. Room 115  
Reno, NV 89502  
Tel: (775) 823-6690  
Fax: (775) 688-1292

**Nevada Society of Certified  
Public Accountants**

5422 Longley Ln., Ste. A  
Reno, NV 89511  
Tel: (775) 826-6800  
Fax: (775) 826-7942

### SOUTHERN NEVADA

**AARP Foundation Work Search**

5450 W. Sahara Ave.  
Ste. 340 3rd Floor  
Las Vegas, NV 89146  
Tel: (702) 648-3356

**Comprehensive One-Stop  
Career Center**

6330 West Charleston Blvd., Ste. 190  
Las Vegas, NV 89146  
Tel: (702) 822-4200  
<https://www.careeronestop.org/JobSearch/job-search.aspx>

**HENDERSON Job Connect**

4500 East Sunset Rd., Ste. 40  
Henderson, NV 89014  
Tel: (702) 486.0300  
Fax: (702) 486.0328

### **Goodwill of Southern Nevada Vocational Services**

1280 W. Cheyenne Ave. N.  
Las Vegas, NV 89030  
Tel: (702) 214-2008

### **Nevada Job Connect**

3405 S. Maryland Pkwy.  
Las Vegas, NV 89169  
Tel: (702) 486-0100  
Fax: (702) 486-0118

### **State of Nevada Casual Labor Office**

1001 A. St.  
Las Vegas, NV 89106  
Tel: (702) 486-3441

### **Nevada Free Taxes Coalition**

598 S. Decatur Blvd.  
Las Vegas, NV 89107  
Tel: (702) 987-4625

### **Office of the Labor Commissioner**

3300 West Sahara Avenue  
Ste. 225  
Las Vegas, NV 89102  
Tel: (702) 486-2650  
Fax: (702) 486-2660

### **Equal Rights Commission**

1820 E. Sahara Ave.  
Ste. 314  
Las Vegas, NV 89104  
Tel: (702) 486-7161  
Fax: (702) 486-7054

### **U.S. Equal Employment Opportunity Commission**

333 S. Las Vegas Blvd.,  
Ste. 5560  
Las Vegas, NV 8910  
Tel: 1 (800) 669-4000  
Fax: (702) 388-5094

### **U.S. Department of Labor – Wage and Hour Division**

333 S. Las Vegas Blvd.,  
Ste. 5520  
Las Vegas, NV 89101  
Tel: (702) 388-6001

## **OPENING AN ACCOUNT**

### **Consumer Financial Protection Bureau**

PO Box 2900  
Clinton, IA 51733  
Tel: (855) 411-2372  
(TTY/TTD: (855) 729-2372)  
**Submit a complaint online at:** [https://  
www.consumerfinance.gov/complaint/](https://www.consumerfinance.gov/complaint/)

### **Federal Reserve**

#### **Federal Reserve Consumer Help**

PO Box 1200  
Minneapolis, MN 55480  
Tel: (888) 851-1920  
(TTY: (877) 766-8533)  
Fax: (877) 888-2520  
**Submit a complaint online at:** [https://  
forms.federalreserveconsumerhelp.  
gov/secure/complaint/complaintType](https://forms.federalreserveconsumerhelp.gov/secure/complaint/complaintType)

### **Office of the Comptroller of the Currency**

#### **OCC Customer Assistance Group**

1301 McKinney St., Ste. 3450  
Houston, TX 77010  
Tel: (800) 613-6743  
(TTY: (800) 877-8339)  
Fax: (713) 336-4301  
**Submit a complaint online at:**  
[https://appsec.helpwithmybank.gov/  
olcc\\_form/](https://appsec.helpwithmybank.gov/olcc_form/)

### **Federal Deposit Insurance Corporation**

#### **Consumer Response Center**

1100 Walnut St., Box #11  
Kansas City, MO 64106  
Tel: 1 (877) 275-3342 (if deaf or hard  
of hearing: 1 (800) 925-4618)  
Fax: (703) 812-1020

**Submit a complaint online at:**  
[https://ask.fdic.gov/  
FDICCustomerAssistanceForm/](https://ask.fdic.gov/FDICCustomerAssistanceForm/)

Submit a complaint online in Spanish:  
[https://ask.fdic.gov/  
FDICCcustomerAssistanceForm/  
FDICCcustomerAssistanceForm?  
lang=esp\\_ES](https://ask.fdic.gov/FDICCcustomerAssistanceForm?lang=esp_ES)

**National Credit Union  
Administration**

**NCUA Consumer Assistance Center**  
1775 Duke St.  
Alexandria, VA 22314  
Tel: 1 (800) 755-1030

**Office of Consumer Financial  
Protection**

Tel: (703)-518-1140  
Fax: (703)-518-6682

**NORTHERN NEVADA**

**Nevada State Treasurer's Office**  
101 N. Carson St., Ste. 4  
Carson City, NV 89701  
Tel: (775) 684-5600  
Fax: (775) 684-5781

**Public Employees' Retirement  
System of Nevada**

693 W. Nye Ln.  
Carson City, NV 89703  
Tel: (775) 687-4200  
Fax: (775) 687-5131

**Opportunity Alliance Nevada**

639 Isbell Rd., Ste. 460  
Reno, NV 89509  
Tel: (775) 333-8274

**SOUTHERN NEVADA**

**Public Employees' Retirement  
System of Nevada**

5740 S. Eastern Ave. Ste. #120  
Las Vegas, NV 89119  
Tel: (702) 846-3900  
Fax: (702) 678-6934

**Uplift Foundation of Nevada**

P.O. Box 271701  
Las Vegas, NV 891278  
Tel: (702) 389-3188

**Consumer Financial Protection  
Bureau**

PO Box 2900  
Clinton, IA 51733  
Tel: (855) 411-2372  
(TTY/TTD: (855) 729-2372)

Submit a complaint online at: [https://  
www.consumerfinance.gov/complaint/](https://www.consumerfinance.gov/complaint/)

**Federal Reserve**

**Federal Reserve Consumer Help**

PO Box 1200  
Minneapolis, MN 55480  
Tel: (888) 851-1920  
(TTY: (877) 766-8533)  
Fax: (877) 888-2520

Submit a complaint online at: [https://  
forms.federalreserveconsumerhelp.  
gov/secure/complaint/complaintType](https://forms.federalreserveconsumerhelp.gov/secure/complaint/complaintType)

**Office of the Comptroller of the  
Currency**

**OCC Customer Assistance Group**

1301 McKinney St., Ste. 3450  
Houston, TX 77010  
Tel: (800) 613-6743  
(TTY: (800) 877-8339)  
Fax: (713) 336-4301

Submit a complaint online at: [https://  
appsec.helpwithmybank.gov/olcc\\_  
form/](https://appsec.helpwithmybank.gov/olcc_form/)

**Federal Deposit Insurance  
Corporation**

**Consumer Response Center**

1100 Walnut St., Box #11  
Kansas City, MO 64106  
Tel: 1 (877) 275-3342 (if deaf or hard  
of hearing: 1 (800) 925-4618)  
Fax: (703) 812-1020

Submit a complaint online  
at: [https://ask.fdic.gov/  
FDICCcustomerAssistanceForm/](https://ask.fdic.gov/FDICCcustomerAssistanceForm/)

Submit a complaint online in Spanish:  
[https://ask.fdic.gov/  
FDICCcustomerAssistanceForm/  
FDICCcustomerAssistanceForm?  
lang=esp\\_ES](https://ask.fdic.gov/FDICCcustomerAssistanceForm?lang=esp_ES)



## **NORTHERN NEVADA**

### **Opportunity Alliance**

639 Isbell Rd., Ste. 460  
Reno, NV 89509

## **SOUTHERN NEVADA**

### **Department of Housing and Urban Development:**

#### **HUD Las Vegas Field Office**

302 East Carson St.  
4th Floor  
Las Vegas, NV 89101  
Tel: (702) 366-2100  
Email: [NV\\_Webmanager@hud.gov](mailto:NV_Webmanager@hud.gov)

### **Uplift Foundation of Nevada**

P.O. Box 271701  
Las Vegas, NV 89127

## **HOW TO FILE TAXES & RESOURCES TO FILE**

### **Taxpayer Assistance Center- Reno Office**

300 Booth St. Ste. 2016  
Reno, NV 89509  
Appt. Tel: (844) 545-5640  
Office Information Tel: (775) 824-2218

### **Taxpayer Assistance Center- Elko Virtual Assistance**

Tel: (844) 545-5640

### **Office of the Labor Commissioner**

1818 College Pkwy., Ste. 102  
Carson City, NV 89706  
Tel: (775) 684-1890  
Fax: (775) 687-6409

### **Equal Rights Commission**

1325 Corporate Blvd. Room 115  
Reno, NV 89502  
Tel: (775) 823-6690  
Fax: (775) 688-1292

### **Nevada Society of Certified Public Accountants**

5422 Longley Ln., Ste. A  
Reno, NV 89511  
Tel: (775) 826-6800  
Fax: (775) 826-7942

### **State of Nevada Casual Labor Office**

1001 A. St.  
Las Vegas, NV 89106  
Tel: (702) 486-3441

### **Nevada Free Taxes Coalition**

598 S. Decatur Blvd.  
Las Vegas, NV 89107  
Tel: (702) 987-4625

### **Local Taxpayer Advocate**

110 City Pkwy.  
Las Vegas, NV 89106  
Tel: (702) 868-5179

## **INSURANCE, RETIREMENT & INVESTMENT**

### **Office of the Attorney General Carson City Office:**

100 North Carson St.  
Carson City, NV 89701  
Tel: (775) 400-0340  
Fax: (775) 684-1108

### **Office of the Attorney General Reno Office:**

5420 Kietzke Ln., Ste. 202  
Reno, NV 89511  
Tel: (775) 687-2100  
Fax: (775) 688-1822

### **Office of the Attorney General: Las Vegas Office**

Grant Sawyer Bldg.  
555 E. Washington Ave.,  
Ste. 3900  
Las Vegas, NV 89101  
Tel: (702) 486-3420  
Fax: (702) 486-3768

## **Consumer Financial Protection Bureau**

PO Box 2900  
Clinton, IA 51733  
Tel: (855) 411-2372  
(TTY/TTD: (855) 729-2372)

Submit a complaint online at: <https://www.consumerfinance.gov/complaint/>

## **Federal Reserve**

### **Federal Reserve Consumer Help**

PO Box 1200  
Minneapolis, MN 55480  
Tel: (888) 851-1920  
(TTY: (877) 766-8533)  
Fax: (877) 888-2520

Submit a complaint online at: <https://forms.federalreserveconsumerhelp.gov/secure/complaint/complaintType>

## **Federal Deposit Insurance Corporation**

### **Consumer Response Center**

1100 Walnut St., Box #11  
Kansas City, MO 64106  
Tel: 1 (877) 275-3342 (if deaf or hard of hearing: 1 (800) 925-4618)  
Fax: (703) 812-1020

Submit a complaint online at: <https://ask.fdic.gov/FDICCustomerAssistanceForm/>

Submit a complaint online in Spanish: [https://ask.fdic.gov/FDICCustomerAssistanceForm/FDICCustomerAssistanceForm?lang=esp\\_ES](https://ask.fdic.gov/FDICCustomerAssistanceForm/FDICCustomerAssistanceForm?lang=esp_ES)

# **LOAN CONSIDERATIONS & PROTECTIONS**

## **Legal Aid Center of Southern Nevada**

### **Foreclosure Hotline**

725 E Charleston Blvd.,  
Las Vegas, NV 89104  
Tel: (702) 868-1147

## **Home Means Nevada, Inc.**

### **Foreclosure Mediation Program**

3300 West Sahara Ave. Ste. 480  
Las Vegas, NV 89102  
Tel: (702) 789-7349  
Fax: (702) 789-7272

## **Community Services of Nevada**

1333 N. Buffalo Dr.  
Ste. 190  
Las Vegas, Nevada 89128  
Tel: (702) 307-1710

## **Neighborhood Assistance Corporation of America**

3030 S Jones Blvd.  
Ste. 103  
Las Vegas, NV 89146  
Tel: (702) 362-6199

# **FINANCIAL & COMMUNITY RESOURCES**

## **Churchill County Social Services**

485 W B St. Ste. 105  
Fallon, NV 89406  
Tel: (775) 423-6695  
Fax: (775) 423-8057

## **Consolidated Agencies of Human Services**

924 5th St.  
P.O. Box 331  
Hawthorne, NV 89145  
Tel: (775) 945-2471  
Fax: (775) 945-2499

## **Department of Health and Human Services Division of Welfare and Supportive Services - Carson City District Office**

2533 N. Carson St., Ste. 200  
Carson City, NV 89706-0240  
Tel: (775) 684-0800  
Fax: (775) 684-0826



**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-**

**Elko/ Winnemucca District Office**

1020 Ruby Vista Dr., Ste. 101

Elko, NV 89801

Tel: (775) 753-1233

Fax: (775) 777-1601

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-**

**Fallon District Office**

111 Industrial Way

Fallon, NV 89406-3116

Tel: (775) 426-3161

Fax: (775) 423-1450

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-**

**Hawthorne District Office**

1000 C St.- PO Box 1508

Hawthorne, NV 89415-1508

Tel: (775) 945-3602

Fax: (775) 945-4439

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-**

**Reno District Office**

4055 S. Virginia St.

Reno, NV 89502

Tel: (775) 684-7200

Fax: (775) 448-5094

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-**

**Sparks Office**

630 Greenbrae Dr.

Sparks, NV 89431-3139

Tel: (775) 824-7400

Fax: (775) 824-7450

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-**

**Yerington District Office**

215 West Bridge St.,

Ste. 6 (LaPinata Mall)

Yerington, NV 89447

Tel: (775) 684-0800

Fax: (775) 463-7735

**Elko County Social Services**

540 Court St., Ste. 105

Elko, NV 89801

Tel: (775) 738-4375

**Food Bank of Northern Nevada**

550 Italy Dr.

Sparks, NV 89437

Tel: (775) 331-3663

Fax: (775) 331-3765

**Humboldt County Human Services**

801 Fairgrounds Rd.

Winnemucca, NV 89445

Tel: (775) 623-6342

**Nevada Housing Division-  
Carson City Office**

1830 E College Pkwy. Ste. 200

Carson City, NV 89706

Tel: (775) 687-2240

Fax: (775) 687-4040

**Toll Free:** (800) 227-4960

**TTY Number:** (800) 326-6868

**E-Mail:** [NHDinfo@housing.nv.gov](mailto:NHDinfo@housing.nv.gov)

**Nevada Housing Division-  
Manufactured Housing  
Carson City Office**

1830 E College Pkwy. Ste. 120

Carson City, Nevada 89706

Tel: (775) 684-2940

Fax: (775) 684-2949

**E-Mail:** [nmhd@mhd.state.nv.us](mailto:nmhd@mhd.state.nv.us)

**Office of Food Security**

400 West King St., Ste. 300

Carson City, NV 89703

Tel: (775) 684-2205

Fax: (775) 684-4246

**Unemployment Insurance Claim  
Information- Northern Nevada**

Tel: (775) 684-0350

Fax: (775) 684-0338

**Unemployment Insurance Claim  
Information- Rural Areas**

Tel: (888) 890-8211

**SOUTHERN NEVADA**

**Clark County Social Services**

1600 Pinto Ln.

Las Vegas, NV 89106

Tel: (702) 445-4270

**Clark County Social Services**

2432 N. Martin Luther King Blvd.

Ste. D

North Las Vegas, NV 89032

Tel: (702) 455-4270

Fax: (702) 455-6260

**Clark County Social Services**

1501 North Las Vegas Blvd.

Las Vegas, NV 89101

Tel: (702) 455-4270

Fax: (702) 455-6260

**Clark County Social Services**

3885 South Maryland Pkwy.

Las Vegas, NV 89119

Tel: (702) 455-4270

Fax: (702) 455-6260

**Clark County Social Services**

1291 W. Galleria Dr. #170

Henderson, NV 89014

Tel: (702) 455-4270

Fax: (702) 455-6260

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Belrose District Office**

700 Belrose St.

Las Vegas, NV 89107-2235

Tel: (702) 486-1646

Fax: (702) 631-3390

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Craig Road District Office**

3223 West Craig Rd., Ste. 140

North Las Vegas, NV 89032

Tel: (702) 631-3386

Fax: (702) 631-3387

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Decatur District Office**

6390 N. Decatur Blvd., Ste. 100

Las Vegas, NV 89130

Tel: (702) 631-3212

Fax: (702) 631-3214

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Durango District Office**

3695 S. Durango Dr.

Las Vegas, NV 89147

Tel: (702) 631-3212

Fax: (702) 631-3214

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Flamingo District Office**

3330 East Flamingo Rd., Ste. 55

Las Vegas, NV 89121-4397

Tel: (702) 486-9400

Fax: (702) 486-9401

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Henderson District Office**

520 South Boulder Hwy

Henderson, NV 89015-7512

Tel: (702) 486-1001

Fax: (702) 486-1270

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Nellis District Office**

611 North Nellis Blvd.  
Las Vegas, NV 89110-5383  
Tel: (702) 486-4828  
Fax: (702) 486-4737

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Owens District Office**

1040 West Owens Ave.  
Las Vegas, NV 89106-2520  
Tel: (702) 486-1899  
Fax: (702) 486-1802

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Pahrump District Office**

1840 Pahrump Valley Rd.  
Pahrump, NV 89048-6131  
Tel: (775) 751-7400  
Fax: (775) 751-7404

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Spring Mountain District Office**

3101 Spring Mountain Rd., Ste. 3  
Las Vegas, NV 89102  
Tel: (702) 631-3077  
Fax: (702) 631-3078

**Department of Health and Human  
Services Division of Welfare and  
Supportive Services-  
Ely District Office**

725 Ave. K  
Ely, NV 89301  
Tel: (775) 289-1650  
Fax: (775) 289-1645

**Department of Housing and  
Urban Development-  
Las Vegas**

302 East Carson St. 4th Floor  
Las Vegas, NV 89101  
Tel: (702) 366-2100  
Fax: (702) 388-6244

**HopeLink**

178 Westminster Way  
Henderson, NV 89015  
Tel: (702) 566-0576  
Fax: (702) 566-0494

**Department of Housing and  
Urban Development-  
Las Vegas**

302 East Carson St. 4th Floor  
Las Vegas, NV 89101  
Tel: (702) 366-2100  
Fax: (702) 388-6244

**Lincoln County Human Services**

1005 Main St., Unit 104  
Panaca, NV 89042  
Tel: (775) 962-8084  
Fax: (775) 728-4297

**Nevada Housing Division -  
Las Vegas Office**

3300 W Sahara Blvd. Ste.. 300  
Las Vegas, NV 89102  
Tel: (702) 486-7220  
Fax: (702) 486-7227

**Toll Free:** (888)486-8775

**E-Mail:** [NHDinfo@housing.nv.gov](mailto:NHDinfo@housing.nv.gov)

**Nevada Housing Division-  
Manufactured Housing  
Las Vegas Office**

3300 W Sahara Blvd. Ste. 320  
Las Vegas, Nevada 89102  
Tel: (702) 486-4135  
Fax: (702) 486-4309

**E-Mail:** [nmhd@mhd.state.nv.us](mailto:nmhd@mhd.state.nv.us)

### **Nye County Health and Human Services**

101 Radar Rd.  
Tonopah, NV 89049  
Tel: (775) 482-8125

### **Nye County Health and Human Services**

1981 E Calvada Blvd. North,  
Ste. 120  
Pahrump, NV 89048  
Tel: (775) 751-7095

### **White Pine County Social Services**

297 11th St. East, Ste. 7  
Ely, NV 89301  
Tel: (775) 293-6528  
Fax: (775) 289-2405

### **Three Square**

4190 N. Pecos Rd.,  
Las Vegas, NV 89115  
Tel: (702) 644-3663  
Fax: (702) 365-6574

### **Tonopah County Health and Human Services**

101 Radar Rd.  
Tonopah NV 89049  
Tel: (775) 482-8125

### **Unemployment Insurance Claim Information**

Tel: (702) 486-0350  
Fax: (702) 486-7987

### **Unemployment Insurance Appeals Office**

Tel: (702) 486-7933  
Fax: (702) 486-7949

## **FRAUD & SCAMS**

### **Nevada Division of Insurance**

1818 E. College Pkwy., Ste. 103  
Carson City, NV, 89706  
Tel: (775) 687-0700  
**Toll-Free in Nevada:** (800) 992-0900

### **State of Nevada Department of Business & Industry**

#### **Nevada Consumer Affairs**

1830 E. College Pkwy., Ste. 100  
Carson City, NV 89706  
Tel: (775) 684-1910  
Fax: (775) 684-2998

### **Nevada State Treasurer Debt Management Division**

101 North Carson St., Ste. 4  
Carson City, Nevada 89701  
Tel: (775) 684-5797  
Fax: (775) 684-5776  
**E-Mail:** [OSTDebt@NevadaTreasurer.gov](mailto:OSTDebt@NevadaTreasurer.gov)

### **Nevada Attorney General Office: Carson City**

Fraud Unit  
100 N Carson St,  
Carson City, NV 89701  
Tel: (775) 684-1100

### **Nevada Attorney General Office: Reno**

Fraud Unit  
5420 Kietzke Ln.  
# 202,  
Reno, NV 89511  
Tel: (775) 687-2100

### **Nevada Attorney General Office: Las Vegas**

Fraud Unit  
555 E Washington Ave. # 3900  
Las Vegas, NV 89101  
Tel: (702) 486-3420

### **COVID-19 Resources Addendum**

For more information on COVID-19 relief and resources, please visit my COVID-19 Disaster Resource Guide at [www.cortezmasto.senate.gov/coronavirus](http://www.cortezmasto.senate.gov/coronavirus), which we are updating regularly. This comprehensive guide provides information on food assistance, unemployment insurance, SBA loan information, and resources specifically for veterans and seniors.

# Personal Finance Resource Guide

## Other Guides Available

College Guide

Senior Resource Guide

Immigrant Resource Guide

Veterans Resource Guide

Small Business Guide

The most updated versions are online:

<https://www.cortezmasto.senate.gov/resource-guides>



## Brochures Available

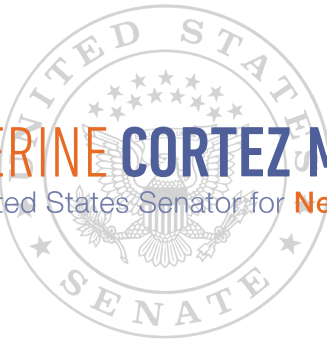
New Citizen Information

Constituent Services Guide



# CATHERINE CORTEZ MASTO

United States Senator for Nevada



# Personal Finance Resource Guide

---

## **Washington, D.C.**

516 Hart Senate Office  
Building  
Washington, DC 20510  
Tel: (202) 224-3542

## **Reno**

400 South Virginia Street  
Suite 902  
Reno, NV 89501  
Tel: (775) 686-5750

## **Las Vegas**

333 Las Vegas Boulevard South  
Suite 8016  
Las Vegas, NV 89101  
Tel: (702) 388-5020

## **Facebook**

/SenatorCortezMasto

## **Twitter**

@SenCortezMasto

## **Instagram**

sencortezmasto

## **Rural Mobile Office**

Tel: (775) 225-1457



[cortezmasto.senate.gov](http://cortezmasto.senate.gov)