



# PRESS RELEASE

Federal Deposit Insurance Corporation • Each depositor insured to at least \$250,000

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## ***FDIC Consumer News* Answers Common Questions on How to Avoid Financial Mistakes and Protect Your Money**

Each year, thousands of consumers contact the FDIC with questions about financial services and products such as mortgages, checking accounts and credit cards. The Winter 2017 *FDIC Consumer News* focuses on common concerns we hear from consumers and offers tips for solving and avoiding problems. Some topics include:

- What to do if a credit card bill shows a charge you did not make;
- Where to go for help if you can't access funds on your prepaid card;
- How to handle an email that appears to be from your bank and that asks for personal information; and
- Understanding your options if you're turned down for a checking account.

Consumers also frequently contact the FDIC to determine whether their deposit accounts are fully insured. The latest *FDIC Consumer News* provides an overview of "EDIE," the FDIC's simple online tool for estimating deposit insurance coverage. Users can input dollar amounts they have on deposit in a bank or hypothetical amounts they may want to deposit. If the results show there may be uninsured funds, EDIE will show the amount and the category that is over the FDIC insurance limit. EDIE is available at [www.fdic.gov/edie](http://www.fdic.gov/edie).

Also included in the latest issue of *FDIC Consumer News* is information for bank customers about recent guidance issued by the FDIC and other federal regulators related to deposit account errors.

The Winter 2017 *FDIC Consumer News* can be read or printed at [www.fdic.gov/consumers/consumer/news/cnwin17](http://www.fdic.gov/consumers/consumer/news/cnwin17), with e-reader and portable audio (MP3) versions forthcoming. Additionally, in the coming weeks a Spanish-language version will be posted at [www.fdic.gov/quicklinks/spanish.html](http://www.fdic.gov/quicklinks/spanish.html).

### **About *FDIC Consumer News***

The goal of *FDIC Consumer News* is to deliver timely, reliable and innovative tips and information about financial matters, free of charge. To find current and past issues, visit [www.fdic.gov/consumernews](http://www.fdic.gov/consumernews), or request paper copies by contacting the FDIC's Public Information Center in writing at 3501 North Fairfax Drive, Room E-1002, Arlington, VA 22226, by emailing [publicinfo@fdic.gov](mailto:publicinfo@fdic.gov), or toll-free at 1-877-275-3342. To receive an email about each new issue of the quarterly *FDIC Consumer News* with links to stories, go to [www.fdic.gov/about/subscriptions/index.html](http://www.fdic.gov/about/subscriptions/index.html).

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Congress created the Federal Deposit Insurance Corporation in 1933 to restore public confidence in the nation's banking system. The FDIC insures deposits at the nation's banks and savings associations, 5,980 as of September 30, 2016. It promotes the safety and soundness of these institutions by identifying, monitoring and addressing risks to which they are exposed. The FDIC receives no federal tax dollars—insured financial institutions fund its operations.

FDIC press releases and other information are available on the Internet at [www.fdic.gov](http://www.fdic.gov), by subscription electronically (go to [www.fdic.gov/about/subscriptions/index.html](http://www.fdic.gov/about/subscriptions/index.html)) and may also be obtained through the FDIC's Public Information Center (877-275-3342 or 703-562-2200). PR-5-2017

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