

## **Financial Tools:**

**Resource/Organization:** Federal Deposit Insurance Corporation  
**Phone:** (800) 275-3342  
**URL:** <http://www.fdic.gov/consumers/consumer/index.html>  
**Description:** The Web site and regional offices offer information on banking, homes, etc. Site contains some publications in Spanish.  
**Language(s):** English, some Spanish  
**Audiences:** Consumers, Service Providers, General

**Resource/Organization:** National Credit Union Administration (NCUA)  
**Phone:** (800) 827-9650 (Fraud), (800) 755-5999 (Investments)  
**URL:** <http://www.ncua.gov/index.html>  
<http://www.accesscrossamerica.gov/Spanish/index.html>  
**Description:** This federal agency supervises credit unions and provides financial backing. NCUA provides Spanish-speaking customer representatives at each location, and some forms and publications in Spanish.  
**Language(s):** English, some Spanish  
**Audiences:** Consumers, Service Providers, General

**Resource/Organization:** AFSA Education Foundation  
**Phone:** (202) 296-5544, (888) 400-2233 (toll-free order number)  
**URL:** <http://www.afsaef.org/>  
**Description:** The AFSA Foundation promotes financial literacy among all consumers, and includes many of its publications in Spanish (and a few in Creole). Features a link to MoneySkills, a financial program created for high school students.  
**Language(s):** English, some Spanish and Creole  
**Audiences:** Consumers, Service Providers, General

**Resource/Organization:** Federal Reserve Education  
**URL:** <http://www.federalreserveeducation.org/FRED/>  
**Description:** Not only does the Federal Reserve translate much of its educational material into Spanish, but this site also includes lower literacy and graphic files to illustrate key concepts. Topics include: consumer banking, consumer protection, economics, home ownership and mortgage, interest rates, loans and credit, etc.  
**Language(s):** English, Spanish  
**Audiences:** Consumers, Service Providers

**Resource/Organization:** Be On the Alert Against Fraud  
**Phone:** (877) FTC-HELP  
**URL:** <http://www.ftc.gov/bcp/online/edcams/ojo/index.htm>  
<http://www.ftc.gov/bcp/online/edcams/ojo/s-index.htm>  
**Description:** The federal trade commission puts together an online consumer education program to help prevent fraud, and to respond effectively when it occurs. Includes a toll-free number and online complaint filing.  
**Language(s):** English, Spanish  
**Audiences:** Consumers, General

**Resource/Organization:** Access Across America  
**URL:** <http://www.accesscrossamerica.gov/>  
<http://www.accesscrossamerica.gov/Spanish/index.html>  
**Description:** As an initiative of the National Credit Union Administration, this site acts to inform and educate the public about the role of credit unions, how they work, and where they can be accessed locally.  
**Language(s):** English, Spanish  
**Audiences:** Consumers, Service Providers

**Resource/Organization:** Hands On Banking  
**URL:** <http://www.elfuturoentusmanos.org/>  
**Description:** This interactive site (hosted by Wells Fargo) is an excellent tool to learn about the basics of money and banking. The high number of graphics make it effective for low literacy visitors as well.  
**Language(s):** English, Spanish  
**Audiences:** Consumers, Service Providers, General

**Resource/Organization:** Banking and Financial Services Publications  
**URL:** <http://www.consumer-action.org/English/library/banking/index.php>  
[http://www.consumer-action.org/Spanish/library/money\\_mgt/index.php](http://www.consumer-action.org/Spanish/library/money_mgt/index.php)  
**Description:** Consumer @ction, a non-profit organization based in San Francisco, CA, furnishes publications on banking and financial topics such as: banking basics, savings accounts, checking accounts, budgeting, debt, etc. Some printable publications come with illustrations, and there are also online Power Point presentations for some. Links on the side take viewers to other related topics like money management and credit.  
**Language(s):** English, Spanish, Chinese, Korean, Vietnamese  
**Audiences:** Consumers, Service Providers, General

**Resource/Organization:** Financial Education Program  
**URL:**

<http://financialeducation.citigroup.com/citigroup/financialeducation/curriculum/index.htm>

**Description:** Citigroup hosts this online financial education program, which is organized into four sections for youth, teens, adults, and facilitators. From each of these main sections, site visitors may access free curriculum in both English and Spanish. Topics are age-appropriate, geared for each developmental level and need.

**Language(s):** English, Spanish

**Audiences:** Consumers, Service Providers, General

**Resource/Organization:** Practical Money Skills for Life

**Phone:** (800) VISA-511

**URL:** <http://www.practicalmoneyskills.com/english/index.php>

<http://www.practicalmoneyskills.com/spanish/consumers/brochures/pmsflseries/intro.php>

**Description:** Visa hosts this detailed site, available in English and Spanish, that teaches “practical money skills for life.” Site is organized into three main sections for skills at school (for younger people), at home, and at work.

**Language(s):** English, Spanish

**Audiences:** Consumers, Service Providers, General

**Resource/Organization:** Wells Fargo

**Phone:** Checks & savings: (877) 727-2932, Loan & credit: (800) 311-9311, Student Loans: (800) 658-3567, Credit cards: (877) 202-6688, Home Mortgage: (877) 937-9357

**URL:** <https://www.wellsfargo.com/>

<https://www.wellsfargo.com/spanish/index.jhtml>

**Description:** Wells Fargo offers each of its banking services, as well as the contents of its site, in Spanish.

**Language(s):** English, Spanish

**Audiences:** Consumers, General

**Resource/Organization:** US Bank

**Phone:** (800) 872-2657, (888) 852-5786 (U.S. Bank Credit Line), (800) 352-6467 (Insurance Services), (800) 365-7772 (Mortgage Customer Service), (800) 242-1200 (Student Loans)

**URL:** <http://www.usbank.com/>

[http://www.usbank.com/cgi\\_w/cfm/home.cfm?Pg=Esp](http://www.usbank.com/cgi_w/cfm/home.cfm?Pg=Esp)

**Description:** US Bank provides a mirror site in Spanish, as well as multiple toll-free numbers with Spanish-speaking assistance.

**Language(s):** English, Spanish

**Audiences:** Consumers, General

**Resource/Organization:** Citi Credit Cards  
**Phone:** (800) 947-9100 (Spanish hotline)  
**URL:** <https://www.citibank.com/us/cards/index.jsp>  
<http://www.citicards.com/us/tarjetas/cm/>  
**Description:** Citigroup gives detailed information on each type of available credit card, terms and application. Also features a very useful educational section on using credit wisely.  
**Language(s):** English, Spanish  
**Audiences:** Consumers, General

### **General Resources:**

**Resource/Organization:** U.S. Commission on Civil Rights  
**Phone:** (202) 376-7700 National Headquarters  
800-552-6843 Complaint Referral Service  
**URL:** <http://www.usccr.gov/index.html>  
<http://www.usccr.gov/spanish/spanish.htm>  
**Description:** Investigates civil rights complaints, and distributes information on law and policies.  
**Language(s):** English, Spanish  
**Audiences:** Service Providers, General

**Resource/Organization:** American Civil Liberties Union (ACLU): Immigrants' Rights  
**Phone:** Multiple local chapters  
**URL:** <http://www.aclu.org/immigrants/>  
<http://www.aclu.org/immigrants/espanol/index.html>  
**Description:** ACLU provides a page on immigrants' rights in both English and Spanish.  
**Language(s):** English, Spanish  
**Audiences:** General, Service Provider

**Resource/Organization:** National Immigration Law Center  
**Phone:** (213) 639-3900  
**URL:** <http://www.nilc.org/>  
**Description:** The NILC provides an excellent set of tools and resources for service providers and advocates, with tools organized into: immigration, employment issues, public benefits, obtaining a driver's license, the Dream Act, etc. There are also online publications, important legal updates, and an e-newsletter to keep you informed.  
**Language(s):** English

**Audiences:** Service Providers, Advocates, General

**Resource/Organization:** American Friends Service Committee (AFSC)  
**Phone:** (215) 241-7000 National, multiple chapters  
**URL:** <http://www.afsc.org/>  
**Description:** AFSC locations can be found all across the U.S., as well as throughout the world. The site gives ready access to important news, sections on topics such as immigrant rights and economic justice, and access to all local programs.

**Language(s):** English site, some Spanish services  
**Audiences:** Service Providers, Advocates, General

**Resource/Organization:** Immigrant Rights Network of Iowa and Nebraska (IRNIN)  
**Phone:** (402) 689-4249 Nebraska  
(515) 237-5020  
**URL:** <http://www.irnin.org/>  
**Description:** IRNIN works directly with Iowan and Nebraskan immigrants, but also provides useful, bilingual news and documents on their Web site.

**Language(s):** English, some documents in Spanish  
**Audiences:** Service Providers, Immigrants, Advocates

**Resource/Organization:** Consumer Action Website: Federal Citizen Information Center  
**Phone:** (800) FED-INFO  
(888) 878-3256 (Spanish publications)  
**URL:** <http://www.consumeraction.gov/>  
**Description:** This online, federal resource gives many tools and detailed information for consumers, in a wide variety of areas: housing, employment, education, health, etc.

**Language(s):** Site in English and Spanish  
**Audiences:** General, Service Providers

**Resource/Organization:** Consumer @ction  
**URL:** <http://www.consumer-action.org/English/index.php>  
<http://www.consumer-action.org/Spanish/index.php>  
**Description:** Founded in San Francisco, this non-profit now supports consumers nationwide, with information and resources on multiple topics, such as: housing, employment, transportation, immigration, health, etc.

**Language(s):** English, Spanish, Chinese, Korean, Russian, Vietnamese

**Audiences:** Consumers, General

**Resource/Organization:** League of United Latin American Citizens  
**Phone:** (202) 833-6130  
**URL:** <http://www.lulac.org/>  
**Description:** LULAC works for rights in employment, health, education and civil rights.  
**Language(s):** English, some resources in Spanish  
**Audiences:** Service Providers, General

**Resource/Organization:** National Council of La Raza  
**Phone:** (202) 785-1670, and multiple local chapters  
**URL:** <http://www.nclr.org/>  
**Description:** NCLR works through both advocacy and local supports to “improve opportunities for Hispanic Americans.” Includes work in the areas of education, assets/investments, civil rights, employment and health.  
**Language(s):** English, some documents in Spanish  
**Audiences:** Service Providers, General

**Resource/Organization:** National Immigration Forum  
**Phone:** (202) 347-0040  
**URL:** <http://www.immigrationforum.org/>  
**Description:** As well as breaking immigration news, the National Immigration Forum works through advocacy and public education to uphold the belief that “immigrants are America.” A helpful “community resources” section provides useful tools.  
**Language(s):** Mostly English, some tools/resources in multiple languages  
**Audiences:** Service Providers, General

**Resource/Organization:** Mexican American Legal Defense and Educational Fund (MALDEF)  
**Phone:** Multiple regional offices  
**URL:** <http://www.maldef.org/index.cfm>  
**Description:** MALDEF focuses on the areas of employment, immigration, education, political access, language, and equity. It provides tools, resources, leadership programs, etc.  
**Language(s):** English, some resources in Spanish  
**Audiences:** Service Providers, General

**Resource/Organization:** National Network for Immigrant and Refugee Rights

**Phone:** 510-465-1984, and multiple local chapters  
**URL:** <http://www.nnirr.org/>  
**Description:** The NNIRR furnishes advocacy and immigration support, both online and through multiple local chapters.

**Language(s):** English  
**Audiences:** Service Providers, General

**Resource/Organization:** American Immigration Lawyers Association  
**Phone:** (202) 216-2400  
(800) 954-0254 Attorney Referral Service  
**URL:** <http://www.aila.org/>  
<http://www.aila.org/content/default.aspx?bc=9904>  
**Description:** AILA is useful to more than just attorneys: it provides news and updates on recent cases, access to advocacy, publications and other resources. Also features a toll-free lawyer referral service.

**Language(s):** English, some Spanish  
**Audiences:** Service Providers, General

**Resource/Organization:** Resource Center of the Americas  
**Phone:** (612) 276-0788  
**URL:** <http://www.americas.org/>  
**Description:** Resource Center of the Americas supplies news, advocacy efforts, and other information. An online bookstore provides access to hundreds of resources for bilingual and/or Spanish books and other materials.

**Language(s):** English, Spanish  
**Audiences:** Service Providers, General

**Resource/Organization:** Immigration Law Portal  
**Phone:** (212) 545-0869 (fax)  
**URL:** <http://www.ilw.com/>  
<http://www.ilw.com/forms/>  
**Description:** Though primarily intended for law professionals, this resource gives ready access to immigration law forms, information, news and other tools.

**Language(s):** English, Spanish, Chinese, Korean, Russian, Vietnamese  
**Audiences:** Immigration law professionals, Service Providers, General