

# WHO CAN SUPPORT ME IF I REQUIRE FINANCIAL AID?

The National Commission for the Protection and Defense of Users of Financial Services (Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros) is a government agency that defends users of any type of financial service.

Through their Modules of Attention to Mexicans Abroad (Módulo de Atención en el Exterior), CONDUSEF offers guidance regarding financial products and services, both in Mexico and the US.

## What services does MAEX offer?

By going to any MAEX module you can:



Receive financial advice



Check your credit bureau report (Buró de Crédito)



Inquire information on your individual account



File a complaint against a Mexican financial institution

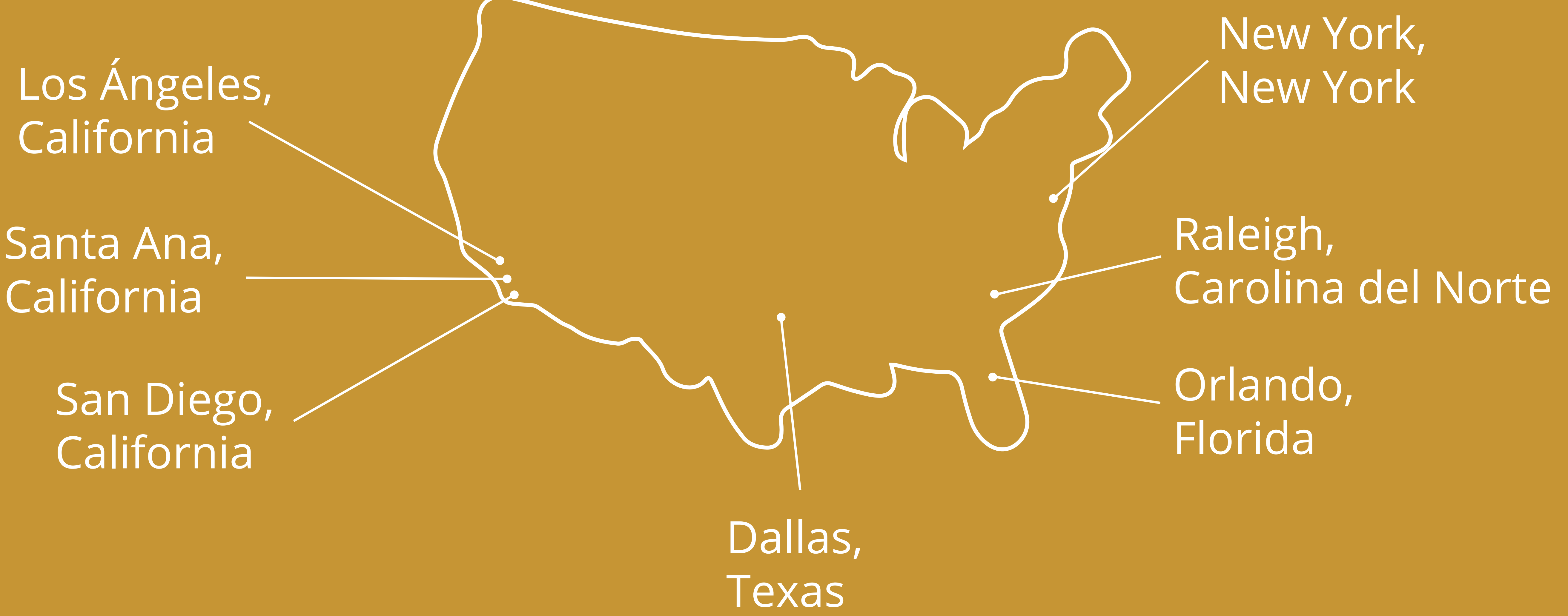


Receive financial teaching aids



In case of wanting to file a complaint against a US institution, there you can contact the Consumer Financial Protection Bureau (CFPB)

## There is a module close to you!



## How can I use a MAEX?



Visit the closest consulate and request the MAEX service. You just have to enter your personal information and write your inquiry together with the folio number you will be provided. As easy as that!