



Government of the Virgin Islands  
of the United States

**Department of Licensing and Consumer Affairs**

Golden Rock Shopping Center  
3000 Estate Golden Rock, Suite 9  
St. Croix, VI 00820-4311  
Telephone: 340.773.2226  
Facsimile: 340.773.6982

Administrative Complex  
"The Battery"  
St. John, VI 00830  
Telephone: 340.693.8036  
Facsimile: 340.776.6989

Property & Procurement Building  
8201 Subbase, Suite 1  
St. Thomas, VI 00802-5826  
Telephone: 340.774.3130  
Facsimile: 340.776.8303

**FOR IMMEDIATE RELEASE**

**MEDIA CONTACT PERSON: SHAYLA SOLOMON- 774-3130 EXT. 4222**

Tuesday, May 1, 2012

**FORMAL COMPLAINTS REGARDING  
HER MAJESTY'S CREDIT UNION CAN BE FILED  
AT DLCA OFFICE**

The Department of Licensing and Consumer Affairs (DLCA) is notifying the public that persons who may have utilized the services of Her Majesty's Credit Union (HMCU) and have had difficulty gaining access to accounts and unable to make withdrawal of their deposits should contact DLCA to file a formal complaint. Individuals facing the unfortunate dilemma of not having access to their accounts can come to the Department and meet with a Consumer Protection Services (CPS) agent who will assist them in completing the required paperwork. Once the complaint has been documented, the CPS division at DLCA will continue its review and investigation of HMCU.

The Virgin Islands Department of Justice has commenced an investigation of Her Majesty's Credit Union and its affiliate companies and its principals, DLCA will continue to cooperate with the Department of Justice in the investigation of this matter.

Questions regarding the complaint process can be directed to the Department of Licensing and Consumer Affairs, Division of Consumer Services, at 340-774-3130. DLCA's St. Thomas office is located in Subbase on the second floor of the Property & Procurement Building.

**PRESS RELEASE**



*"Serving Businesses and Assisting, Educating, & Protecting Consumers"*

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