



Consumer Guidance for Responding to Junk Email

Some consumers have informed us they received email notices that appear to have come from NMLS. Those email recipients emailed privacy@csbs.org or unsubscribe@csbs.org to request their names be removed from NMLS mailing lists.

We are providing this guidance to reinforce NMLS **does not** collect or maintain any consumer contact information.

We encourage consumers who receive unwanted (or “junk”) email from companies that may be licensed in NMLS, or in some cases not affiliated with NMLS, to take the following steps:

1. Research the company via [NMLS Consumer Access](#) to find out if they are licensed in your state and gather other information.
2. Contact the company directly to request the entity stops sending unwanted emails.
3. If you continue receiving unwanted emails, contact your state representatives (e.g., Attorney General) to file a complaint.