



Nonprofit Publisher
of Consumer Reports

Where To Complain About A Bank Or A Credit Problem

AGENCY

OCC: Office of the Comptroller of the Currency regulates national banks, federal branches of foreign banks ("National" or initials "N.A." in the name of the bank). The OCC also accepts most credit card complaints. OCC accepts complaints online, by fax or mail.

CONTACT INFORMATION

Website: www.helpwithmybank.gov

To fill out an online complaint form click the link below:

www.helpwithmybank.gov/complaints/complaint.pdf

Mailing Address:

Comptroller of the Currency
Customer Assistance Group
1301 McKinney Street, Suite 3450
Houston, TX 77010

Fax: 713-336-4301

For general information contact the OCC customer assistance line at **800-613-6743** or send an e-mail requesting information to: customer.assistance@occ.treas.gov

AGENCY

FRB: The Federal Reserve Board regulates Reserve System member banks (except if OCC applies) FRB accepts complaints online, by fax, mail or e-mail

CONTACT INFORMATION

Website: <http://www.federalreserveconsumerhelp.gov/?District=13>.

To fill out an online complaint form click link below

<http://www.federalreserveconsumerhelp.gov/ComplaintForm.pdf>

Mailing Address:

Federal Reserve Consumer Help
PO Box 1200 Minneapolis, MN 55480

Fax: 877-888-2520

E-mail: ConsumerHelp@FederalReserve.gov

For general information contact the FRB Consumer Help line at 888-851-1920 (TTY: 877-766-8533)
8 a.m. to 6 p.m. CST

AGENCY

OTS: Office of Thrift Supervision regulates savings associations and federally chartered savings banks ("Federal" or "F.S.B." in the name). OTS accepts complaints by fax or mail. Complaints must be sent to the proper regional office. The OTS website provides mailing addresses and telephone numbers to OTS regional offices.

CONTACT INFORMATION

Website: www.ots.gov/resultsort.cfm?catNumber=35&dl=25&edit=0

Click the above link to locate mailing addresses and fax numbers for your region or state.

For general information contact the Office of Thrift Supervision at **800-842-6929** or send an e-mail.

E-mail: customer.complaint@ots.treas.gov

AGENCY

NCUA: National Credit Union Administration regulates federal credit unions (words "federal credit union" in the name) NCUA accepts complaints by mail, fax or e-mail. Complaints must be sent to the proper regional office.

CONTACT INFORMATION

Website: [Federal Credit Union Complaint Center](#):

Click the above link to locate mailing addresses, e-mail addresses and telephone numbers for your region or state.

For general information contact the NCUA consumer complaint line at **800-755-1030**

If your credit union is state chartered click here: <http://www.nacusc.org/state-regulators.htm>

AGENCY

FDIC: Federal Deposit Insurance Corporation regulates State-chartered banks that are not members of the Federal Reserve System. FDIC accepts complaints online, by fax, telephone, mail or e-mail.

CONTACT INFORMATION

Website: <http://www.fdic.gov/consumers/index.html>

To fill out an online complaint form click here: <https://www2.fdic.gov/starsmail/index.asp>

Mailing Address:

Federal Deposit Insurance Corporation- Consumer Response Center
2345 Grand Boulevard, Suite 100
Kansas City, MO 64108-2638

Fax: 703-812-1020

Phone: 877- 275 - 3342

To e-mail your complaint click on the link below to locate your region or state.

www.fdic.gov/about/contact/ask/contactinformation.html#ConsumerResponseCenter

AGENCY

FTC: Federal Trade Commission accepts complaints about credit reporting agencies. The FTC also accepts complaints about non-bank creditors. The FTC accepts complaints online, by fax, telephone, mail or e-mail

CONTACT INFORMATION

Website: [FTC Consumer Complaint Form](#)

Click the link above to access the FTC online complaint form.

Mailing Address:

Federal Trade Commission, Consumer Response Center--FCRA
Washington, DC 20580

Phone: 877-FTC-HELP or 877-382-4357

For other FTC contact information, including e-mail addresses, click here

<http://www.ftc.gov/ftc/contact.shtm>

For a list of state banking departments, [click here](#).

See http://www.naag.org/ag/full_ag_table.php for a list of state Attorneys General