



**Office of Thrift Supervision
Department of the Treasury**

How to Resolve a Consumer Complaint

May 2008

If you have a complaint against a thrift institution (or savings association), the Office of Thrift Supervision (OTS) may be able to help. The OTS is an office of the Department of the Treasury that regulates and supervises the nation's thrift industry. The OTS's mission is to ensure the safety and soundness of thrift institutions and their compliance with consumer protection laws. The OTS also supports the important role thrift institutions play as home mortgage lenders and providers of other forms of community credit and financial services. Additionally, the OTS oversees the activities and operations of thrift operating subsidiaries and holding companies that own or control thrift institutions.

What You Should Do

First, try to resolve the problem directly with the institution by contacting senior management or the institution's consumer affairs department.

If you are unable to resolve your complaint directly, mail your written complaint to OTS Consumer Affairs, 1700 G Street, NW, Washington, DC 20552. To expedite the processing of your complaint, your correspondence should include the following information:

- ◆ A description of the complaint, indicating what happened, the dates involved, and the names of individuals that you dealt with at the institution
- ◆ Your name, home address, e-mail address, telephone number, date and your signature
- ◆ The institution's full name and address
- ◆ The type of account (e.g., checking, savings, certificate of deposit, money market, credit card) and account numbers, if applicable
- ◆ Copies (not originals) of relevant correspondence or documents

What We Will Do

OTS will investigate complaints against thrift institutions. Complaints are reviewed to ensure compliance with federal consumer protection laws and regulations, including those that prohibit discrimination. Complaints alleging discrimination in residential real estate loans are covered by the Fair Housing Act and are shared with the U.S. Department of Housing and Urban Development.

First, we will send you an acknowledgement letter that will include the case number assigned to your complaint. You should reference this number if you contact us with questions regarding your complaint. Next, we will contact the institution to investigate the issues raised in your complaint and to request a written response. OTS staff will analyze the institution's response to ensure that your concerns have been addressed. You will then be provided a written response to your complaint, generally within 60 days. The OTS will inform you of any violations of federal consumer protection laws or regulations and any corrective action an institution has been directed to take.

Although the OTS handles complaints involving the institutions we regulate, please be aware that the OTS does not have the authority to resolve contractual disputes, undocumented factual disputes between a customer and a savings institution, or disagreements about institution policies and procedures that are a matter of management discretion and are not addressed by federal laws and regulations. In such cases, the institution may work with you directly to reach resolution. However, we may advise you to obtain legal counsel regarding your rights to resolve the matter.

Where To Call

You may also contact the Office of Thrift Supervision in Washington, D.C. Our toll free Consumer Inquiry number is 1-800-842-6929. TTY Users should call through Federal Relay at 1-800-877-8339. Monday-Friday, 8:00am-5:30pm eastern standard time.

If your complaint involves an institution not regulated by the OTS, please contact one of the following agencies described below.

State-chartered banks that are members of the Federal Reserve System are supervised by their state banking regulator and their primary federal regulator:

Board of Governors of the Federal Reserve System

Division of Consumer and Community Affairs

20th and C Streets, NW

Mail Stop 801

(202) 452-3693

Washington, DC 20551

www.federalreserve.gov

State-chartered banks, including state savings banks that are not members of the Federal Reserve System are supervised by their state banking regulator and their primary federal regulator:

Federal Deposit Insurance Corporation

Consumer Response Center

2345 Grand Boulevard

Suite 100

(877) 275-3342

Kansas City, MO 64108

www.fdic.gov

Finance companies, mortgage companies and a broad range of other companies, are subject to state regulatory authority and their primary federal regulator:

Federal Trade Commission

Consumer Response Center

6th and Pennsylvania Avenue, NW

(877) 382-4357

Washington, DC 20580

www.ftc.gov

Federally chartered credit unions (credit unions with "federal" in the name) are supervised by:

National Credit Union Administration

1775 Duke Street, Suite 4206

(703) 519-4600

Alexandria, VA 22314-3437

www.ncua.gov

State chartered credit unions are supervised by the states that charter them. A state-by-state listing is available on the National Credit Union Administration's website.

National banks (banks with "national" in the name or N.A. after the name) are supervised by:

Office of the Comptroller of the Currency

Customer Assistance Group

(800) 613-6743

1301 McKinney Street, Suite 3450 fax - (713) 336-4301

Houston, TX 77010

www.occ.treas.gov

customer.assistance@occ.treas.gov - e-mail

There are many resources available to consumers who have a complaint against a financial institution. Knowing where to start when you are unable to resolve a concern with your institution can be a challenge. The Office of Thrift Supervision hopes this information is a helpful tool.
