

The officials listed below regulate and supervise state-chartered banks. Many of them handle or refer problems and complaints about other types of financial institutions as well. Some also answer general questions about banking and consumer credit. If you are dealing with a federally chartered bank, check "Selected Federal Agencies" on page 108. Also see "Banking" on page 2.

### Alabama

Superintendent of Banks  
401 Adams Ave.  
Center for Commerce, Suite 689  
Montgomery, AL 36130-1201  
334-242-3452  
Fax: 334-242-3500  
www.banking.alabama.gov

### Alaska

Division of Banking and Securities  
Department of Commerce,  
Community and Economic  
Development  
PO Box 110807  
150 3rd St., Room 217  
Juneau, AK 99811-0807  
907-465-2521  
Toll free: 1-888-925-2521  
TTY: 907-465-5437  
Fax: 907-465-2549  
E-mail: dbsc@commerce.  
state.ak.us  
www.commerce.state.ak.us/bsc/  
home.htm

### Arizona

Department of Financial  
Institutions  
2910 North 44th St., Suite 310  
Phoenix, AZ 85018  
602-255-4421  
Toll free: 1-800-544-0708  
Fax: 602-381-1225  
www.azdfi.gov

### Arkansas

State Bank Department  
400 Hardin Rd., Suite 100  
Little Rock, AR 72211  
501-324-9019  
Fax: 501-324-9028  
E-mail: asbd@banking.state.ar.us  
www.accessarkansas.org/bank

### California

State Department of Financial  
Institutions  
111 Pine St., Suite 1100  
San Francisco, CA 94111-5613  
415-263-8555  
Toll free: 1-800-622-0620  
(CA – Consumer Complaints  
Against CA State-licensed Banks)  
Fax: 415-989-5310  
E-mail: consumer@dfi.ca.gov  
www.dfi.ca.gov

### Colorado

Division of Banking  
Department of Regulatory  
Agencies  
1560 Broadway, Suite 975  
Denver, CO 80202  
303-894-7575  
Fax: 303-894-7570  
E-mail: banking@dora.state.co.us  
www.dora.state.co.us/banking

### Connecticut

Connecticut Department  
of Banking  
260 Constitution Plaza  
Hartford, CT 06103  
860-240-8299  
Toll free: 1-800-831-7225  
Fax: 860-240-8178  
www.state.ct.us/dob

### Delaware

Office of the State Bank  
Commissioner  
555 East Lockerman St., Suite 210  
Dover, DE 19901  
302-739-4235  
302-739-4235  
Fax: 302-739-2356 / 302-739-3609  
E-mail: gic@state.de.us  
www.banking.delaware.gov

### District of Columbia

Department of Insurance,  
Securities and Banking  
810 First, NE, Suite 701  
Washington, DC 20002  
202-727-8000  
Fax: 202-535-1196  
www.disb.dc.gov

### Florida

Department of Financial Services  
200 East Gaines St.  
Tallahassee, FL 32399-0300  
850-413-3100  
Toll free: 1-800-342-2762 (FL)  
www.myfloridacfo.com

### Georgia

Department of Banking and  
Finance  
2990 Brandywine Rd., Suite 200  
Atlanta, GA 30341-5565  
770-986-1633  
Toll free: 1-888-986-1633 (GA)  
Fax: 770-986-1654  
www.gadbf.org

### Hawaii

Division of Financial Institutions  
Department of Commerce and  
Consumer Affairs  
PO Box 2054  
335 Merchant St., Room 221  
Honolulu, HI 96805  
808-586-2820  
Toll free: 1-800-274-3141 (Kauai)  
Toll free: 1-984-2400, 6-2820# (Maui)  
Toll free: 1-974-4000, 6-2820# (HI)  
TTY: 808-586-2820  
Fax: 808-586-2818  
E-mail: dfi@dcca.hawaii.gov  
www.hawaii.gov/dcca/dfi

### Idaho

Department of Finance  
PO Box 83720  
800 Park Blvd., Suite 200  
Boise, ID 83720-0031  
208-332-8000  
Toll free: 1-888-346-3378 (ID)  
Fax: 208-332-8098  
E-mail: finance@finance.idaho.gov  
finance.idaho.gov

### Illinois

Division of Banks and Real Estate  
122 South Michigan Ave., Suite 1900  
Chicago, IL 60603  
312-793-3000  
Toll free: 1-877-793-3470  
TTY: 312-793-0291  
Fax: 312-793-7097  
www.idfpr.com

Automotive

BBB

Corporate Contacts

Federal Agencies

National Consumer

State &amp; Local

Trade &amp; Professional

Index

**Indiana**

Department of Financial  
Institutions  
30 South Meridian St., Suite 300  
Indianapolis, IN 46204  
317-232-3955  
Toll free: 1-800-382-4880 (IN)  
Fax: 317-232-7655  
[www.in.gov/dfi](http://www.in.gov/dfi)

**Iowa**

Division of Banking  
200 East Grand, Suite 300  
Des Moines, IA 50309-1827  
515-281-4014  
Fax: 515-281-4862  
[www.idob.state.ia.us](http://www.idob.state.ia.us)

**Kansas**

Office of the State Bank  
Commissioner  
700 SW Jackson St., Suite 300  
Topeka, KS 66603-3714  
785-296-2266  
Toll free: 1-877-387-8523  
(Consumer Helpline)  
Fax: 785-296-0168  
[www.osbckansas.org](http://www.osbckansas.org)

**Kentucky**

Department of Financial Institutions  
1025 Capitol Center Dr., Suite 200  
Frankfort, KY 40601  
502-573-3390  
Toll free: 1-800-223-2579  
Fax: 502-573-8787  
E-mail: [kfi@ky.gov](mailto:kfi@ky.gov)  
[www.kfi.ky.gov](http://www.kfi.ky.gov)

**Louisiana**

Office of Financial Institutions  
PO Box 94095  
Baton Rouge, LA 70804-9095  
225-925-4660  
Fax: 225-925-4524  
E-mail: [ofila@ofi.louisiana.gov](mailto:ofila@ofi.louisiana.gov)  
[www.ofi.state.la.us](http://www.ofi.state.la.us)

**Maine**

Bureau of Financial Institutions  
36 State House Station  
Augusta, ME 04333-0036  
207-624-8570  
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TTY: 207-624-8563  
Fax: 207-624-8590  
[www.maine.gov/pfr/  
financialinstitutions](http://www.maine.gov/pfr/financialinstitutions)

**Maryland**

Comissioner of Financial  
Regulation  
500 North Calvert St., Suite 402  
Baltimore, MD 21202  
410-230-6100  
Toll free: 1-888-784-0136 (MD)  
TTY: 410-767-2117  
Fax: 410-333-0475 or 410-333-3866  
E-mail: [finreg@dllr.state.md.us](mailto:finreg@dllr.state.md.us)  
[www.dllr.state.md.us/finance](http://www.dllr.state.md.us/finance)

**Massachusetts**

Division of Banks  
One South Station  
Boston, MA 02110  
617-956-1500  
Toll free: 1-800-495-2265 (MA)  
TTY: 617-956-1577  
Fax: 617-956-1599  
E-mail: [dobconsumer.assistant@  
state.ma.us](mailto:dobconsumer.assistant@state.ma.us)  
[www.mass.gov/dob](http://www.mass.gov/dob)

**Michigan**

Office of Financial and Insurance  
Regulation  
PO Box 30220 (Zip: 48909)  
611 West Ottawa St., 3rd Floor  
Lansing, MI 48933-0220  
517-373-0220  
Toll free: 1-877-999-6442  
Fax: 517-335-4978  
E-mail: [ofir-fin-info@michigan.gov](mailto:ofir-fin-info@michigan.gov)  
[www.michigan.gov/ofir](http://www.michigan.gov/ofir)

**Minnesota**

Financial Examinations Division  
Department of Commerce  
85 Seventh Place East, Suite 500  
St. Paul, MN 55101  
651-296-2715  
Fax: 651-296-8591  
E-mail: [financial.commerce@  
state.mn.us](mailto:financial.commerce@state.mn.us)  
[www.commerce.state.mn.us](http://www.commerce.state.mn.us)

**Mississippi**

Department of Banking and  
Consumer Finance  
PO Box 23729  
Jackson, MS 39225-3729  
601-359-1031  
Toll free: 1-800-844-2499 (MS)  
Fax: 601-359-3557  
E-mail: [webmaster@dbcf.  
state.ms.us](mailto:webmaster@dbcf.state.ms.us)  
[www.dbcf.state.ms.us](http://www.dbcf.state.ms.us)

**Missouri**

Department of Finance  
301 West High St., Room 630  
PO Box 716  
Jefferson City, MO 65102  
573-751-3242  
Fax: 573-751-9192  
E-mail: [finance@dof.mo.gov](mailto:finance@dof.mo.gov)  
[www.missouri-finance.org](http://www.missouri-finance.org)

**Montana**

Division of Banking & Financial  
Institutions  
PO Box 200546  
301 South Park, Suite 316  
Helena, MT 59620-0546  
406-841-2920  
Toll free: 1-800-914-8423  
TTY: 406-444-1421  
Fax: 406-841-2930  
[www.banking.mt.gov](http://www.banking.mt.gov)

**Nebraska**

Department of Banking & Finance  
PO Box 95006  
1230 O St., Commerce Court,  
Suite 400  
Lincoln, NE 68508  
402-471-2171  
Toll free: 1-877-471-3445  
Fax: 402-471-3062  
[www.ndbf.org](http://www.ndbf.org)

**Nevada**

Financial Institutions Division  
Department of Business & Industry  
2785 East Desert Inn Rd., Suite 180  
Las Vegas, NV 89121  
702-486-4120  
Toll free: 1-866-858-8951 (NV)  
Fax: 702-486-4563  
E-mail: [ctidd@fid.state.nv.us](mailto:ctidd@fid.state.nv.us)  
[www.fid.state.nv.us](http://www.fid.state.nv.us)

**New Hampshire**

State Banking Department  
53 Regional Dr., Suite 200  
Concord, NH 03301  
603-271-3561  
TTY: 1-800-735-2964 (Toll free)  
Fax: 603-271-1090  
[www.nh.gov/banking](http://www.nh.gov/banking)

**New Jersey**

Department of Banking  
and Insurance  
PO Box 325  
20 West State St.  
Trenton, NJ 08625  
609-292-3420 (Banking)  
Fax: 609-292-5571  
www.njdoabi.org

**New Mexico**

Financial Institutions Division  
Regulation and Licensing  
Department  
2550 Cerrillos Rd., 3rd Floor  
Santa Fe, NM 87501  
505-476-4885  
Fax: 505-476-4670  
E-mail: rldfid@state.nm.us  
www.rld.state.nm.us/FID

**New York**

Banking Department  
One State St.  
Consumer Help Unit  
New York, NY 10004-1511  
212-709-5470  
Toll free: 1-877-226-5697  
(NY – Consumer Services Hotline)  
Fax: 212-709-1673  
E-mail: consumer@banking.  
state.ny.us  
www.banking.state.ny.us

**North Carolina**

Office of the Commissioner  
of Banks  
4309 Mail Service Center  
Raleigh, NC 27699-4309  
919-733-3016  
Fax: 919-733-6918  
www.nccob.org

**North Dakota**

Department of Financial  
Institutions  
2000 Schafer St., Suite G  
Bismarck, ND 58501-1204  
701-328-9933  
TTY: 1-800-366-6888 (ND)  
Fax: 701-328-9955  
E-mail: dfi@nd.gov  
www.nd.gov/dfi

**Ohio**

Division of Financial Institutions  
Department of Commerce  
77 South High St., 21st Floor  
Columbus, OH 43215-6120  
614-728-8400  
Fax: 614-644-1631  
www.com.state.oh.us/ODOC/dfi/

**Oklahoma**

State Banking Department  
2900 North Lincoln Blvd.  
Oklahoma City, OK 73105  
405-521-2782  
Fax: 405-522-2993  
www.osbd.state.ok.us

**Oregon**

Department of Consumer &  
Business Services  
Division of Finance and  
Corporate Securities  
350 Winter St., NE, Room 410  
Salem, OR 97301  
503-378-4140  
Toll free: 1-866-814-9710 (Fraud/  
Complaint Investigation)  
Fax: 503-947-7862  
E-mail: dcbs.dfcsmail@state.or.us  
dfcs.oregon.gov

**Pennsylvania**

Department of Banking  
17 North Second St., Suite 1300  
Harrisburg, PA 17101-2290  
717-787-6991  
717-214-8343  
Toll free: 1-800-722-2657 (PA)  
Fax: 717-787-8773  
www.banking.state.pa.us

**Puerto Rico**

Office of the Commissioner of  
Financial Institutions  
PO Box 11855  
Fernandez Juncos Station  
San Juan, PR 00910-3855  
787-723-3131  
Fax: 787-723-4042  
www.cif.gov.pr or  
www.ocis.gobierno.pr

**Rhode Island**

Division of Banking  
Department of Business Regulation  
Building 69-2  
1511 Pontiac Ave.  
Cranston, RI 02920  
401-462-9500 (Business Regulation)  
401-462-9503 (Banking)  
Fax: 401-462-9559  
E-mail: bankinginquiry@dbr.state.ri.us  
www.dbr.state.ri.us

**South Carolina**

Office of the Commissioner  
of Banking  
State Board of Financial Institutions  
1205 Pendleton St., Suite 305  
Columbia, SC 29201  
803-734-2001  
Fax: 803-734-2013  
www.banking.sc.gov

**South Dakota**

Division of Banking  
217½ West Missouri Ave.  
Pierre, SD 57501-4590  
605-773-3421  
Fax: 866-326-7504  
E-mail: drr.banking.info@state.sd.us  
www.state.sd.us/banking

**Tennessee**

Department of Financial  
Institutions  
Consumer Resources Division  
414 Union St., Suite 1000  
Bank of America Plaza  
Nashville, TN 37219  
615-253-2023  
Toll free: 1-800-778-4215  
Fax: 615-253-7794  
E-mail: TDFI.ConsumerResources  
@state.tn.us  
www.tennessee.gov/tdfi

**Texas**

Department of Banking  
2601 North Lamar Blvd., Suite 201  
Austin, TX 78705  
512-475-1300  
Toll free: 1-877-276-5554  
(Consumer Hotline)  
Fax: 512-475-1313  
www.banking.state.tx.us

Automotive

BBB

Corporate Contacts

Federal Agencies

National Consumer

State &amp; Local

Trade &amp; Professional

Index

## Utah

Department of Financial  
Institutions  
PO Box 146800  
Salt Lake City, UT 84114-6800  
801-538-8830  
Fax: 801-538-8894  
E-mail: [slong@utah.gov](mailto:slong@utah.gov)  
[www.dfi.utah.gov](http://www.dfi.utah.gov)

## Vermont

Department of Banking,  
Insurance, Securities and Health  
Care Administration  
89 Main St.  
Montpelier, VT 05620-3101  
802-828-3301  
802-828-3307 (Banking)  
802-828-3420 (Securities)  
Toll free: 1-800-964-1784  
(All Insurance Except Health)  
Toll free: 1-800-631-7788  
(Health Care)  
Toll free: 1-877-550-3907 (Securities)  
Fax: 802-828-3306 (Ins.)  
802-828-1477 (Banking)  
802-828-2896 (Sec.)  
802-828-2949 (Health Care)  
E-mail: [bankdiv@bishca.state.vt.us](mailto:bankdiv@bishca.state.vt.us)  
[www.bishca.state.vt.us](http://www.bishca.state.vt.us)

## Virgin Islands

Division of Banking and Insurance  
Office of the Lt. Governor  
Charlotte Amalie  
No. 18 Kongens Gade  
St. Thomas, VI 00802  
340-774-7166  
Fax: 340-774-9458  
[www.ltg.gov.vi](http://www.ltg.gov.vi)

## Virginia

Bureau of Financial Institutions  
1300 East Main St., Suite 800  
Richmond, VA 23219-3630  
804-371-9657  
Toll free: 1-800-552-7945 (VA)  
TTY: 804-371-9206  
Fax: 804-371-9416  
E-mail: [bfquestions@scc.virginia.gov](mailto:bfquestions@scc.virginia.gov)  
[www.scc.virginia.gov](http://www.scc.virginia.gov)

## Washington

Department of Financial  
Institutions  
PO Box 41200  
Olympia, WA 98504-1200  
360-902-8700  
Toll free: 1-877-746-4334  
Fax: 360-586-5068  
[www.dfi.wa.gov](http://www.dfi.wa.gov)

## West Virginia

Division of Banking  
One Players Club Drive  
3rd Floor, Suite 300  
Charleston, WV 25311  
304-558-2294  
Toll free: 1-800-642-9056 (WV)  
Fax: 304-558-0442  
E-mail: [klawson@wvDOB.org](mailto:klawson@wvDOB.org)  
[www.wvDOB.org](http://www.wvDOB.org)

## Wisconsin

Department of Financial  
Institutions  
345 West Washington Ave., 4th Floor  
Madison, WI 53703  
608-264-7969  
Toll free: 1-800-452-3328 (WI)  
TTY: 608-266-8818  
Fax: 608-264-7968  
E-mail: [askthesecretary@dfi.state.wi.us](mailto:askthesecretary@dfi.state.wi.us)  
[www.wdfi.org](http://www.wdfi.org)

## Wyoming

Division of Banking  
Herschler Bldg., 3rd Floor, East  
122 West 25th St.  
Cheyenne, WY 82002  
307-777-7797  
Fax: 307-777-3555  
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[audit.state.wy.us/banking](http://audit.state.wy.us/banking)