

## Consumer Protection - Federal and State Agency Contacts

For additional information or to file a complaint about a bank, savings and loan, credit union, or other financial institution, contact one of the following federal agencies, depending on the type of institution.

All phone numbers in this list that begin with the area code 800, 866, 877, and 888 are toll-free.

### **State-chartered bank members of the Federal Reserve System:**

Federal Reserve Consumer Help  
PO Box 1200  
Minneapolis, MN 55480  
Phone: 888-851-1920  
TDD: 877-766-8533 Fax: 877-888-2520  
E-mail: [ConsumerHelp@FederalReserve.gov](mailto:ConsumerHelp@FederalReserve.gov)  
<http://www.fdic.gov/consumers/consumer/ccc/index.html>

### **Federally insured state-chartered banks that are not members of the Federal Reserve System**

Federal Deposit Insurance Corporation (FDIC)  
Consumer Response Center  
2345 Grand Blvd., Suite 100  
Kansas City, MO 64108  
Phone: 877-ASK-FDIC (275-3342)  
E-mail: [consumeralerts@fdic.gov](mailto:consumeralerts@fdic.gov)  
<http://www.fdic.gov/consumers/consumer/ccc/index.html>

### **National banks and national-bank-owned mortgage companies <sup>1</sup>**

Office of the Comptroller of the Currency (OCC)  
Customer Assistance Group  
1301 McKinney Street, Suite 3450  
Houston, TX 77010  
Phone: 800-613-6743 Fax: 713-336-4301  
E-mail: [customer.assistance@occ.treas.gov](mailto:customer.assistance@occ.treas.gov)  
<http://www.occ.treas.gov/>

### **Savings and loan associations <sup>2</sup>**

Office of Thrift Supervision (OTS)  
Consumer Affairs

1700 G Street NW  
Washington, DC 20552  
Phone: 800-842-6929  
TDD: 800-877-8339  
<http://www.ots.treas.gov/>

### **Federally chartered credit unions <sup>3</sup>**

National Credit Union Administration (NCUA)  
Office of Public and Congressional Affairs  
1775 Duke Street  
Alexandria, VA 22314  
Phone: 800-755-1030  
Fax: 703-518-6409  
E-mail: [consumerassistance@ncua.gov](mailto:consumerassistance@ncua.gov)  
<http://www.ncua.gov/>

For state-chartered credit unions, contact the regulatory agency in the state in which the credit union is chartered.

### **Small businesses**

Small Business Administration (SBA)  
Consumer Affairs  
409 3rd Street SW  
Washington, DC 20416  
Phone: 800-U-ASK-SBA (827-5722)  
TDD: 704-344-6640  
E-mail: [answerdesk@sba.gov](mailto:answerdesk@sba.gov)  
<http://www.sba.gov/contactus/index.html>

### **Finance companies, stores, auto dealers, mortgage companies, and other lenders, and credit bureaus**

Federal Trade Commission (FTC)  
Consumer Response Center-240  
600 Pennsylvania Avenue NW  
Washington, DC 20580  
Phone: 877-FTC-HELP (382-4357)  
TDD: 866-653-4261  
<http://www.ftc.gov/>

Also see *Fighting Back Against Identity Theft*.

<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

### **Fair lending and fair housing issues**

U.S. Department of Justice (DOJ)

950 Pennsylvania Avenue NW

Washington, DC 20530

Phone: 202-514-3301

Complaints involving housing discrimination: <http://www.usdoj.gov/crt/housing/index.html>

Complaints involving other matters: <http://www.usdoj.gov/>

Department of Housing and Urban Development (HUD)

Office of Fair Housing and Equal Opportunity

451 7th Street SW

Washington, DC 20410

Phone: 800-669-9777

TDD: 800-927-9275

<http://www.hud.gov/complaints>

### **Brokerage firms, mutual fund companies, and investment advisers**

Securities and Exchange Commission (SEC)

Complaint Center

100 F Street NE

Washington, DC 20549

Phone: 202-551-6551

Fax: 202-772-9295

<http://www.sec.gov/complaint.shtml>

### **Commodity brokers, commodity trading advisers, commodity pools, and introducing brokers**

Commodity Futures Trading Commission (CFTC)

Division of Enforcement

1155 21st Street NW

Washington, DC 20581

Phone: 866-366-2382

<http://www.cftc.gov/customerprotection/index.htm>

### **Footnotes**

1. National banks are banks with "National" in their name or "N.A." after the name.
2. Federally chartered and some state-chartered associations.
3. Credit unions with "Federal" in their name.