



Comptroller of the Currency  
Administrator of National Banks

US Department of the Treasury

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[Home](#) > [File a Complaint](#)

[Overview](#)

## CUSTOMER COMPLAINT FORM

Please fill in this form completely. Once the form has been submitted you will receive a confirmation email indicating your information has been received. You will also receive an acknowledgement email within 24-48 hours containing your assigned case number. Please utilize your case number for future contact with our office.

### Helpful Hints:

- **Check to make sure that your financial institution is a National Bank. [Search Financial Institutions](#) (a new browser window will open)**  
If you don't know the name of your bank, check your bank or credit card statement. The bank's name will be indicated on the statement.
- **Have you tried to resolve your complaint with your financial institution?**  
YES  NO
- **Please note that if your complaint involves more than one financial institution, you will need to submit a separate complaint form for each institution involved. You will receive separate case numbers for each institution.**

### Please Note:

- We cannot act as a court of law or as a lawyer on your behalf
- We cannot give you legal advice
- We cannot become involved in complaints that are in litigation or have been litigated

page: 1/6

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