

Customer Complaint Form  
OMB Control No. 1557-0232  
Justification for No Material/Nonsubstantive Change

In an effort to streamline the customer complaint process, the OCC has been developing an online version of the Customer Complaint Form. However, the online form was not ready in time to include it in the three-year renewal package recently cleared by OMB. It is now ready and we propose to implement it with several technical changes to the existing form.

(1) We propose to streamline the existing Customer Complaint Form as follows:

- Page 1 - Modified instructions to simplify and added helpful hints for consumers. Moved section titled “Your Information” to page 2.
- Your Information section – Removed Salutation.
- Additional Contact Information section renamed to Representative Contact Information. Added clarification on type of legal representative and type of legal authorization provided.
- Financial Institution Information section – Moved to page 3. Added more types of accounts for the consumer to choose from.
- Complaint Information section – Moved to page 4. Removed reference to attach additional documents or other information with the complaint form. Expanded amount of space for complaint information.
- Desired Resolution section – Deleted from form.
- Privacy Act Statement – Moved to page 5 and added customer certification of information provided to match the online form version. Hardcopy still contains signature line under certification but does not require signature.

(2) We propose to offer an online version of this form as follows:

- Sections are on each visible page for user friendliness.
- Required fields highlighted and asterisked.
- Consumer can move forwards and backwards through form using Next and Previous links at the bottom of each section.
- Consumer finishes form with an online certification that replaces signature line and provides Privacy Act Statement.

- Customer is able to print their online submission.