

PRIVACY ACT STATEMENT

Collection of this information is authorized by section 9 of the Federal Deposit Insurance Act (12 U.S.C. § 1819) and section 202(f) of Title II of the Federal Trade Improvement Act (15 U.S.C. § 57a(f)). The information requested on this form will be used to investigate and respond to your complaint or inquiry, and may be disclosed outside the FDIC in accordance with the "routine uses of records" listed in the FDIC's Consumer Complaint and Inquiry System of Records, # 30-64-0005. Those uses include disclosure to the institution which is the subject of the complaint or inquiry and to any third party sources, when necessary to investigate or resolve the complaint or inquiry; to the Federal or State supervisory authority that has direct supervision over the financial institution that is the subject of the complaint or inquiry; to appropriate Federal, state, or local authorities for enforcement if a violation of possible violation of civil or criminal law is discovered; and to a congressional office in response to any inquiry made at your request. Completion of this form is voluntary, but failure to provide requested information may delay or preclude investigation of your complaint or inquiry.

PAPERWORK REDUCTION ACT NOTICE

Public reporting burden for this collection of information is estimated to average .25 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and review the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Paper Reduction Act Clearance Officer, Legal Division, Federal Deposit Insurance Corporation, 550 17th Street, N.W., Washington, D.C. 20429, and the Office of Management and Budget, Paperwork Reduction Project (3064-0134), Washington, D.C. 20503. An agency may not conduct or sponsor, and a person is not required to respond to, a collection unless it displays a currently valid OMB control number.

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Federal Deposit Insurance Corporation
CUSTOMER ASSISTANCE FORM

INSTRUCTIONS: Please print or type. If you are unable to resolve a complaint directly with your financial institution, you may file a formal complaint with the FDIC by writing a letter or completing this form, and mailing it to the FDIC Regional Office for the state in which the financial institution is headquartered.

SECTION I - CONSUMER INFORMATION

NAME (Last, First, MI)	DAYTIME TELEPHONE NUMBER () -
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ADDRESS

CITY	STATE	ZIP CODE
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SECTION II - FINANCIAL INSTITUTION INFORMATION

NAME OF INSTITUTION

ADDRESS

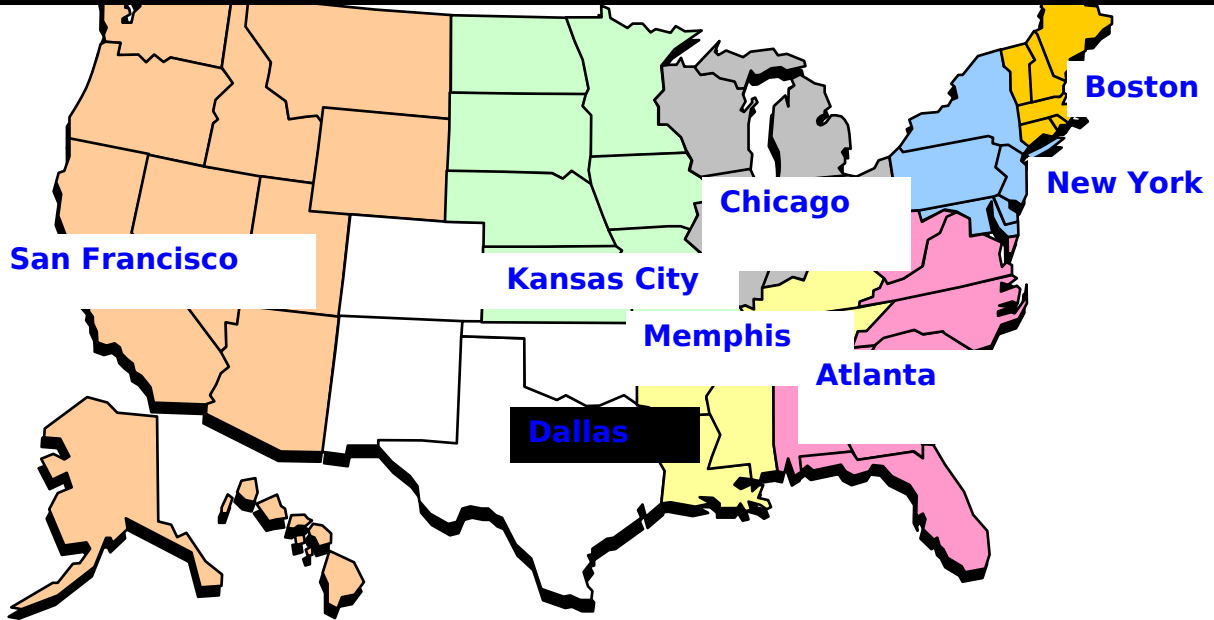
CITY	STATE	ZIP CODE
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SECTION II - NATURE OF PROBLEM (Describe the nature of your complaint, the events in the order in which they occurred, including specific dates, if possible, and the product or service which is the subject of the complaint. Attach copies, **not originals**, of all documents that relate to your complaint. In addition, tell what resolution you are seeking.)

DESCRIPTION

Click here to type text. If additional space is needed, use the TAB key to insert another row. Otherwise, move the mouse to the next field.)

Division of Supervision and Consumer Protection Regional Offices



Atlanta

Ten Tenth Street, NE
Suite 800
Atlanta, GA 30309-3415
(404) 817-1300

States Covered: Alabama, Florida, Georgia, North Carolina, South Carolina, Virginia, West Virginia

Boston

15 Braintree Hill Office Park
Braintree, MA 02184
(781) 794-5500

States Covered: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont

Chicago

500 West Monroe
Suite 3200
Chicago, IL 60661
(312) 382-7500

States Covered: Illinois, Indiana, Kentucky, Michigan, Ohio, Wisconsin

Dallas

910 Pacific Avenue
Suite 1900
Dallas, TX 75201
(214) 754-0098

States Covered: Colorado, New Mexico, Oklahoma, Texas

Kansas City

2345 Grand Avenue
Suite 1500
Kansas City, MO 64108
(816) 234-8000

States Covered: Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota

Memphis

5100 Poplar Avenue
Suite 1900
Memphis, TN 38137
901-685-1603

States Covered: Arkansas, Louisiana, Mississippi, Tennessee

New York

20 Exchange Place
4th Floor
New York, NY 10005
(917) 320-2750

States Covered: Delaware, District of Columbia, Maryland, New Jersey, New York, Pennsylvania, Puerto Rico, Virgin Island

San Francisco

25 Jessie Street at Ecker Street
Suite 2300
San Francisco, CA 94105
(415) 546-0160

States Covered: Alaska, American Samoa, Arizona, California, Federated States of Micronesia, Guam, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington, Wyoming

FDIC Call Center: 1-800-934-3342