



Please print clearly below.  
Mail or fax this completed form to:  
Federal Reserve Consumer Help  
PO Box 1200, Minneapolis, MN 55480  
Fax: 877-888-2520

CONSUMER COMPLAINT FORM

\*Required Fields

Questions? Call us at 888-851-1920

YOUR INFORMATION

Prefix:  Mr.  Mrs.  Ms.  Dr. \*First Name: \_\_\_\_\_ \*Last Name: \_\_\_\_\_

\*Address: \_\_\_\_\_  
City State Zip Code Country

E-mail: \_\_\_\_\_

\*Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_ \*Contact Preference:  Mail  E-Mail

REPRESENTATIVE CONTACT

Do you want us to communicate with a third party, such as an attorney or other legal representative, regarding this complaint?

Yes  No If you checked 'No', skip to Institution Information.

By selecting 'Yes', you legally authorize the Federal Reserve System to release information to and communicate directly with the party named below and for that party to act on your behalf in the processing of this complaint.

Prefix:  Mr.  Mrs.  Ms.  Dr. \*First Name: \_\_\_\_\_ \*Last Name: \_\_\_\_\_

\*Address: \_\_\_\_\_  
City State Zip Code Country

E-mail: \_\_\_\_\_

\*Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

INSTITUTION INFORMATION

Please provide as much information as possible about the bank or financial institution.

\*Institution Name: \_\_\_\_\_

Account / Product Type: \_\_\_\_\_ Routing Number: \_\_\_\_\_

\*Address: \_\_\_\_\_  
City State Zip Code Country

If you do not have the exact address of the bank or financial institution, provide a location, such as the nearest cross streets or major intersection.

\_\_\_\_\_  
\_\_\_\_\_

E-mail: \_\_\_\_\_ Phone: \_\_\_\_\_

COMPLAINT

\*Provide a brief description of the complaint including dates and the names of those you dealt with. Do NOT include any personal information such as account numbers or Social Security numbers.

Multiple horizontal lines for writing the complaint description.

How can your complaint be satisfactorily addressed?

Multiple horizontal lines for writing how the complaint can be satisfactorily addressed.

Privacy Act Statement

The information that you provide will permit the Federal Reserve to respond to consumer complaints and inquiries regarding practices by banks and other financial institutions supervised by the Board of Governors of the Federal Reserve System. The information may be disclosed:

- to a Federal Reserve-regulated entity that is the subject of a complaint or inquiry;
• to third parties to the extent necessary to obtain information that is relevant to the resolution of a complaint or inquiry;
• for enforcement, statutory, and regulatory purposes;
• to another agency or Federal Reserve Bank;
• to a member of Congress; to the Department of Justice, a court, an adjudicative body or administrative tribunal, or a party in litigation;
• to contractors, agents, and others; and
• where security or confidentiality has been compromised.

This collection of information is authorized by 12 U.S.C. §§ 248 and 1844, 15 U.S.C. § 57a(f), and other consumer protection laws. You are not required to file a complaint or inquiry and you may withdraw your complaint or inquiry at any time. However, if you do so, the Federal Reserve may not be able to investigate your complaint or inquiry.

Paperwork Reduction Act Notice

This form is authorized by law (15 U.S.C. §57(a)(f)(1)) and is voluntary.

Public reporting burden for this information collection is estimated to average ten minutes per response. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to Secretary, Board of Governors of the Federal Reserve System, 20th and C Streets, N.W., Washington, DC 20551; and to the Office of Management and Budget, Paperwork Reduction Project (7100-0135), Washington, DC 20503.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_