

## CUSTOMER COMPLAINT FORM

Please fill in this form completely. Mail or fax this completed complaint form to:

**Office of the Comptroller of the Currency**  
**Customer Assistance Group**  
**P.O. Box 53570**  
**Houston, TX 77052**  
**1-713-336-4301 (Fax)**

Once we receive your completed form, you will receive an acknowledgment letter containing your assigned case number. Please keep your case number for future contact with our office. The OCC recommends that you attempt to resolve your complaint with your financial institution first. Please contact your financial institution to allow them the opportunity to resolve your issue(s).

### Helpful Hints:

- **Check to make sure that your financial institution is a national bank or federal savings association (thrift). Search Financial Institutions** (<https://banks.data.fdic.gov/bankfind-suite/bankfind>). If you do not know the name of your financial institution, check your bank or credit card statement. The institution's name will be indicated on the statement.
- 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. Do NOT send additional information unless requested.

### 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.

The estimated burden for this collection of information is 30 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. You are not required to respond to any collection of information unless it displays a currently valid OMB approval number. Comments or questions on the burden estimate, or any other aspect of this collection of information, can be sent to Office of the Comptroller of the Currency, Chief Counsel's Office, Attn: Comment Processing, 400 7th Street, SW, Washington, DC 20219 and/or Office of Management and Budget, Desk Officer for the Office of the Comptroller of the Currency, New Executive Office Building, Room 10202, Washington, DC 20503.

## YOUR INFORMATION

The account owner / holder should complete this section.

### \* - Indicates Required Fields

Name \*

Business  
Name

Address \*

Phone \*

Email

## REPRESENTATIVE CONTACT INFORMATION

If you want us to communicate with your attorney or other legal representative directly, please provide the information below. **Your submission of this portion of the form authorizes our office to release information to your attorney or other legal representative if requested. Please submit a copy of any documentation of authorized representation with your complaint.**

### Please indicate the Type of Relationship \*

Attorney

Legal Representative

### Please indicate the Type of Authorization you have granted to your Attorney or Representative \*

If you are not sure of the type of legal authorization granted, please check your legal documents or consult with your attorney or other legal representative.

Power of Attorney     Letters Testamentary     Court Appointed Executor or Administrator     Other

Representative Name \*

Representative Address \*

Representative Phone \*

Representative Email

## FINANCIAL INSTITUTION OR COMPANY INFORMATION THAT IS SUBJECT OF THE COMPLAINT

Helpful Hint: If you do not know the name of your financial institution, check your bank or credit card statement. The institution's name will be indicated on the statement.

**Name of Financial Institution or Company \***

**Address \***

Phone

**Type of Account(s) \***

Check all that apply.

- |   |  |
|---|--|
| <input type="checkbox"/> Deposit Account (Checking, Savings)            | <input type="checkbox"/> Credit Card   |
| <input type="checkbox"/> Insurance                                      | <input type="checkbox"/> Asset Management (Trust Accounts)                                       |
| <input type="checkbox"/> Consumer Leasing                               | <input type="checkbox"/> Non-Deposit Account   |
| <input type="checkbox"/> Loan Product (Consumer, Mortgage, Home Equity) | <input type="checkbox"/> Prepaid Card (including gift cards, reward cards, or promotional cards) |
| <input type="checkbox"/> Other  |  |

Have you tried to resolve your complaint with your financial institution?

Yes

No

If Yes,  
when?

How?

Phone

Mail

In Person

Other

Has the financial institution responded to your complaint?

Yes

No

If Yes, when?

How?

Phone

Mail

In Person

Other

Contact Name

Title

## COMPLAINT INFORMATION \*

Describe events in the order they occurred, including any names, phone numbers, and a full description of the problem with the amount(s) and date(s) of any transaction(s). Be as brief and complete as possible to make the explanation clear. **Do not include personal or confidential information such as your social security number, complete 16 digit credit card number(s), or full bank account number(s).**

**For complaints related to prepaid cards including gift, reward, and promotional cards, please include the first 6 digits of the card number and the name of the issuing bank listed on the back of the card.**

Please be advised that the issues described in this complaint will be shared with the financial institution or company in question.

# PRIVACY ACT STATEMENT

The information you provide to the Office of the Comptroller of the Currency (OCC) will permit us to respond to your complaint or inquiry about the national banks or federal savings associations (thrifts) we supervise.

The collection of this information is authorized by 12 USC 1.

Your submission of information to the OCC is entirely voluntary. You are not required to submit any information or to submit a complaint. However, if you do not submit the requested information, the OCC may not be able to process your request or inquiry.

Information about your complaint or inquiry will be used within the OCC and provided to the national bank or federal savings association (thrift) that is the subject of the complaint or inquiry. Additionally, this information may be shared with the following, pursuant to published routine uses:

- (1) other third parties when required or authorized by statute or when necessary in order to obtain additional information relating to the complaint or inquiry; (2) other governmental, self-regulatory, or professional organizations
  - (a) having jurisdiction over the subject matter of the complaint or inquiry;
  - (b) having jurisdiction over the entity that is the subject of the complaint or inquiry; or
  - (c) whenever such information is relevant to a known or suspected violation of law orlicensing standard for which another organization has jurisdiction;
- (2) the Department of Justice, a court, an adjudicative body, a party in litigation, or a witness when relevant and necessary to a legal or administrative proceeding;
- (3) a Congressional office when the information is relevant to an inquiry initiated on behalf of its provider;
- (4) other governmental or tribal organizations with which an individual has communicated regarding a complaint or inquiry about an OCC-regulated entity;
- (5) OCC contractors or agents when access to such information is necessary; and
- (6) other third parties when required or authorized by statute.

You may find additional information regarding the rights and obligations related to the OCC's collection of the requested information at 81 FR 2945-01, 2957 (<https://www.occ.gov/news-issuances/federalregister/2016/81fr2946.pdf>).

**I certify that the information provided on this form is true and correct to the best of my knowledge. \***

I Certify

I Do Not Certify

**Signature \*** \_\_\_\_\_

**Date \*** \_\_\_\_\_

We will mail you a written acknowledgment within five (5) business days of receipt of your completed complaint form containing your assigned case number. Please utilize your case number for future contact with our office. If you have any questions regarding this case, please call 1-800-613-6743. If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.