



## Business Assistance Form

[Formulario de asistencia para negocios \(En Español\)](#)

FDIC 3064-0134 Expiration Date: XX/XX/XXXX

### Privacy Act Statement

Collection of this information is authorized by 12 U.S.C. §§ 1818 and 1819 and 15 U.S.C. § 57a(f). The information you provide to the FDIC on this form will be used to investigate and respond to your complaint or inquiry. The information you provide may be disclosed 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 agencies if a violation or possible violation of a civil or criminal law is apparent; to a congressional office in response to an inquiry made at your request; to a court, magistrate or administrative tribunal in the event of litigation, or in accordance with the other "routine uses of records" listed in the FDIC's Consumer Complaint and Inquiry System of Records, # 30-64-0005. Completing this form is voluntary, but failure to provide all of the information may delay or preclude investigation of your complaint or inquiry.

Last Updated 09/23/2015

### Paperwork Reduction Act Statement

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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Please complete this form if you represent a business and have an inquiry or concern about a financial institution. Once the form has been submitted, you will receive a Confirmation Page indicating that your request has been received.

**Please note:**

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

**\* Required Fields**

**Requester Information:**

Name of Business Contact

\*Business Name

\*Salutation

\*Last Name

Position/Title

\*E-mail Address

\*Confirm E-mail Address

\*First Name

Phone numbers must be numeric, no dashes or parenthesis (ex:1234567890)

Contact Phone Number

Alternate Phone Number

\*Street Address, line 1

Street Address, line 2   
\*City  \*State  \*Zip  Zip Ext   
\*Country   
What is the best way to contact you?  Phone  Mail  E-mail  
What is the best time to contact you?  Morning  Afternoon  Evening

Is this request submitted by a third party on behalf of the business?  Yes  No

Name and Contact Information for Business Representative  
Last Name  First Name   
E-mail Address   
**Phone numbers must be numeric, no dashes or parenthesis (ex:1234567890)**  
Contact Phone Number  Alternate Phone Number   
**Same address as above?**  No  Yes  
Street Address, line 1   
Street Address, line 2   
City  State  Zip  Zip Ext   
Country

**Additional Contact Information:**

Do you want us to communicate with another individual on your behalf, such as an advisor, attorney, or other person representing you?   
Yes  No  
If you list someone below, you authorize us to communicate with the individual and provide information to that individual.

Representative Last Name  First Name   
Relationship  E-mail Address   
**Phone numbers must be numeric, no dashes or parenthesis (ex:1234567890)**  
Contact Phone Number  Alternate Phone Number   
Street Address, line 1   
Street Address, line 2   
City  State  Zip  Zip Ext   
Country

Does your request involve a specific financial institution?  Yes  No

Institution Name   
Street Address, Line 1   
Street Address, Line 2   
City  State  Zip  Zip Ext   
Country   
Institution Phone Number  **Phone numbers must be numeric, no dashes or parenthesis (ex:1234567890)**  
Type of account(s)  Credit Card  Deposit Account  Real Estate Loan  Other Business Loan  Other

Have you tried to resolve your inquiry or concern with your financial institution or company?  Yes  No  
When?  How?  Phone  Mail  In Person  Other   
Contact Name  Title

Have you contacted another government agency?  Yes  No  
Agency Name?

**Inquiry Information:**

Describe your inquiry or concern, including any names, phone numbers, and a full description of the issue with the amount(s) and date(s) of any transaction(s). Do not include personal or confidential information such as your social security, credit card, or bank account numbers. If you need to provide *COPIES* of any supporting documentation such as contracts, monthly statements, receipts or any correspondence with the bank (do not send original documents), you may mail or fax this information to:

FDIC Consumer Response Center  
1100 Walnut Street, Box #11  
Kansas City, MO 64106  
1-877-ASK-FDIC (1-877-275-3342)  
(Monday - Friday 8:00 am to 8:00 pm EST)  
703-812-1020 (Fax number)

**\*Please describe below the nature of your inquiry or concern.**

Use single quote marks rather than double quotes, if any.

Please be advised that the FDIC may contact your financial institution or company to obtain additional information needed to respond to your inquiry or concern.

**\*Desired Resolution**

What action by the financial institution or company would resolve this matter to your satisfaction?

**\*Checking this box authorizes the FDIC to respond and investigate (if applicable) your concerns.**

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Last Updated 06/22/2012

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