

Office of the Comptroller of the Currency
Justification for No Material Change
Customer Complaint Form
OMB Control No. 1557-0232

The Office of the Comptroller of the Currency (OCC) is updating the Spanish version of the Customer Complaint Form to comply with Executive Order 14224, [Designating English as the Official Language of The United States – The White House](#). Agency review has concluded that the form should be maintained with a disclaimer. The only update to the form is the addition of the disclaimer language required by the Executive Order as outlined in a memorandum from the [Office of the Attorney General date July 17, 2025](#), under III. Recommended Actions. Specifically, the language being added to the first page of the form is “Como se describe en la Orden Ejecutiva 14224, el inglés es el idioma oficial de los Estados Unidos”. The form revision does not add or delete any questions, data collection items, or instructions. Therefore, the OCC considers the addition of disclaimer language to comply with the Executive Order a non-material change.