

State of Louisiana
OFFICE OF FINANCIAL INSTITUTIONS
COMPLAINT FORM

(Complaints must be submitted in writing -
see address listed on page three)
(225) 925-4660 (888) 525-9414

Print in ink or type information.

➤ Your name:
➤ Your loan number:
➤ Your telephone number(s):
➤ Your Email address:
➤ Your mailing address:

➤ Type of entity about which you are complaining
<input type="checkbox"/> Bank – (OFI regulates state-chartered banks only. Complaints regarding nationally-chartered banks (Chase, N.A., Whitney National Bank, Capital One, N.A.) should be directed to the Office of the Comptroller of the Currency at (800) 613-6743, http://www.helpwithmybank.gov , or by mail at Consumer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, TX 77010. Complaints regarding Regions Bank should be directed to the Alabama Banking Department at (866) 465-2279.
<input type="checkbox"/> Bond for Deed Escrow Agency
<input type="checkbox"/> Check Casher
<input type="checkbox"/> Credit Repair Services Organization – Contact the Attorney General’s Office, Consumer Protection Division at (800) 351-4889 or (225) 326-6465
<input type="checkbox"/> Credit Union
<input type="checkbox"/> Licensed Lender/Insurance Premium Finance Company (Finance Company) -- Please note: For motor vehicle sales financing, contact the Louisiana Motor Vehicle Commission, Sales Finance Division, at (504) 838-5207.
<input type="checkbox"/> Loan Broker (Brokers consumer loans <u>not secured by real estate</u>)
<input type="checkbox"/> Notification Filer/Retail Sales Contracts
<input type="checkbox"/> Pawnbroker
<input type="checkbox"/> Payday Lender
<input type="checkbox"/> Repossession Agent
<input type="checkbox"/> Residential Mortgage Lender/Mortgage Broker/Originator
<input type="checkbox"/> Savings and Loan Association/Savings Bank/Thrift (Complaints regarding federal savings and loans/thrifts and federal chartered savings banks (F.S.B.) should be directed to the Office of the Thrift Supervision at (800) 842-6929 or by mail at Office of Consumer Programs, 1700 G Street, NW, Washington, D.C. 20552
<input type="checkbox"/> Money Order/Money Transmitter
<input type="checkbox"/> Other _____
➤ Name of entity about which you are complaining:
➤ Address of entity about which you are complaining:

➤ What would satisfy your complaint?
➤ What is the amount of your monetary loss, if any?
<p>I authorize the Office of Financial Institutions to send a copy of this complaint, together with supporting documents, to the company or any affiliate or related entity against which the complaint is filed and other private or public agencies.</p> <p>I understand that the Office of Financial Institutions is not my legal representative. I understand that it is recommended that I consult a private attorney and that I may lose my private right to sue about this matter entirely if I wait too long to do so. I understand that any action by the Office of Financial Institutions may not result in a refund or other relief for me personally.</p> <p>I wish to file this complaint with the Office of Financial Institutions. I understand that your office does not conduct litigation for individuals in matters, which involve purely private controversies. I am, however, filing this complaint to notify your office of the activities of this party and to seek any other assistance you may be able to render.</p> <p>Your signature and the date are required for this office to process your complaint.</p> <p>Signature: _____ Date: _____</p>

Please complete this form and the third party release of information form and return to:

Mail: Office of Financial Institutions
Post Office Box 94095
Baton Rouge, LA 70804-9095

Fax: (866) 341-4144 or (225) 925-4524

Email: complaints@ofi.louisiana.gov

(Please note that content in email sent to OFI is not encrypted and can be intercepted and read. To ensure better confidentiality, please fax or mail the complaint information via United States Postal Service.)

THIRD PARTY AUTHORIZATION FORM

I, hereby, authorize my financial institution to respond to the complaint, and provide supporting documentation to the Louisiana Office of Financial Institutions located at the following address:

Louisiana Office of Financial Institutions
Post Office Box 94095
Baton Rouge, LA 70804-9095

Signature

Date