



Date Rec. _____
 Case No.: _____
 Date Closed _____
 OFFICE USE ONLY

Texas Department Of Banking Bank & Trust Consumer Complaint Form

Please print and use black ink to complete the form in its entirety. You must provide copies of all supporting documents for your complaint to be processed. PLEASE DO NOT SEND ORIGINALS. Documents include, but are not limited to, copies of checks, agreements/contracts, receipts, and letters. If the financial institution is regulated by the Texas Department of Banking, a copy of your complaint will be sent to the financial institution for their review and response.

Please mail or deliver in-person all correspondence to:

Texas Department of Banking
 Attention: Consumer Assistance Activities
 2601 N. Lamar Blvd.
 Austin, Texas 78705-4294

Fax: 512-475-1313

Email: consumer.complaints@dob.texas.gov

Consumer Information:

Name:	Mr. / Mrs. / Ms.		
	First	Middle	Last
Address:			
	Street	City	State Zip
Is complaint regarding: Personal account(s) <input type="checkbox"/> Yes <input type="checkbox"/> No Acct. No.: _____			
Business account(s) <input type="checkbox"/> Yes <input type="checkbox"/> No Acct. No.: _____			
Daytime Phone:	()	Evening Phone:	()
Email Address:			
Name in which accounts are listed: _____			
Are you or were you a signer on the account(s)?		<input type="checkbox"/> Yes <input type="checkbox"/> No (if no, please explain in your narrative)	
How did you hear about us?	<input type="checkbox"/> My Bank Website <input type="checkbox"/> Privacy Notice from My Bank <input type="checkbox"/> Friend/Neighbor <input type="checkbox"/> Referred by Another Agency <input type="checkbox"/> Legislative Representative <input type="checkbox"/> Other		

Institution information in which you are filing a complaint against:

Bank Name:			
Address:			
	Street	City	State Zip
Person(s) you dealt with:			
Date(s) of Transaction(s):			

The following questions will assist us in processing your complaint:

1. Do you have an account with the financial institutions at this time?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Did you sign a contract or agreement of any kind in relation to your complaint? For example: a deposit agreement, safe deposit agreement, loan agreement, etc. If yes, please provide a copy of the document.	<input type="checkbox"/> Yes <input type="checkbox"/> No

3. Amount(s) in question:		\$
4. Have you addressed your complaint with the financial institution/business?		<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, when?	How? <input type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/> Mail <input type="checkbox"/> Other	
Was there any action taken? <input type="checkbox"/> Yes <input type="checkbox"/> No		
What was their response?		
5. Have you filed a complaint with another agency?		<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> FDIC <input type="checkbox"/> Federal Reserve <input type="checkbox"/> OCC <input type="checkbox"/> CFPB <input type="checkbox"/> NCUA <input type="checkbox"/> Other		
Was there any action taken?		<input type="checkbox"/> Yes <input type="checkbox"/> No
If so what kind?		
6. Do you have a private attorney representing you in this matter?		<input type="checkbox"/> Yes <input type="checkbox"/> No
If so, what action has your attorney taken?		
7. If the Texas Department of Banking is not the appropriate regulatory agency, you grant us permission to forward your complaint to the appropriate agency that may have jurisdiction over the entity or specific matter. <input type="checkbox"/> Yes <input type="checkbox"/> No		

Narrative

Please provide a narrative of the complaint. Provide details of any and all transactions along with the supporting documents. Please indicate whom you spoke with or dealt with at the financial institution as well as the dates in which you contacted the bank/individuals. (Attach additional page(s) if necessary)

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Tell us what you feel would be a reasonable resolution to your complaint.

**** Texas Law prohibits us from giving legal advice or opinions. For legal advice, we suggest you contact an attorney to discuss your complaint. If the matter is in litigation or if a court has made a ruling, the Texas Department of Banking will not intervene.**

The above statements are true and accurate to the best of my knowledge.

Signature		Date	
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