


## Assistance for Customers of National Banks and Federal Savings Associations


### What to do if you have a question or complaint about a national bank, federal savings association, or an operating subsidiary of a national bank or federal savings association

If you have a problem with a national bank or federal savings association, and want to submit a complaint, the Office of the Comptroller of the Currency's (OCC) Customer Assistance Group may be able to help. Follow the steps below:

- 1 Try to resolve your issue directly with your institution first.
- 2 Check the Help Topics page at [HelpWithMyBank.gov](https://www.helpwithmybank.gov), which provides answers to the most common questions asked by customers of national banks and federal savings associations. Contact the OCC by:

 [HelpWithMyBank.gov](https://www.helpwithmybank.gov)

 Comptroller of the Currency  
Customer Assistance Group  
P. O. Box 53570  
Houston, Texas 77052

 800-613-6743 or 713-336-4301 (fax)

Some issues that we cannot help with are:

- ✓ Give legal advice;
- ✓ Act as a court of law or as an attorney on your behalf;
- ✓ Become involved in matter that has been litigated or is being litigated;
- ✓ Advocate for either party; or
- ✓ Seek monetary compensation.

### What you can expect from us

- ✓ We will confirm receipt of your complaint.
- ✓ We will assign you a unique case number.
- ✓ We will contact your institution on your behalf for a response. We will forward your complaint to the proper authority, if your financial institution is not a national bank, federal savings association, or an operating subsidiary of a national bank or federal savings association.
- ✓ We will send you a letter summarizing the results.



#### >> Office of the Comptroller of the Currency

The mission of the Office of the Comptroller of the Currency (OCC) is to ensure that national banks and federal savings associations operate in a safe and sound manner, provide fair access to financial services, treat customers fairly, and comply with applicable laws and regulations. As part of this mission, the OCC also assists customers of national banks, federal savings associations, and their operating subsidiaries with questions and concerns about their banks.



#### >> Customer Assistance Group

The OCC's Customer Assistance Group helps customers resolve issues with national banks, federal savings associations, and their operating subsidiaries.

The Customer Assistance Group:

- ✓ Assists customers of national banks, federal savings associations, and their operating subsidiaries who have complaints or other issues related to applicable banking laws and regulations.
- ✓ Answers questions and provides information related to banking laws, regulations, and practices. Maintains OCC's customer-focused website, [HelpWithMyBank.gov](https://www.helpwithmybank.gov).



#### >> HelpWithMyBank.gov

[HelpWithMyBank.gov](https://www.helpwithmybank.gov) is an OCC website established to help you find answers to your questions regarding national banks and federal savings associations. The site also provides information that includes:

- ✓ Whom to contact if your bank is not a national bank, federal savings association, or an operating subsidiary of a national bank or federal savings association.
- ✓ How to file a complaint online using the site.
- ✓ How to check your case status.
- ✓ A glossary of banking terms and phrases.

