INDIANA RECORD OF CONSUMER COMPLAINT
State Form 47127

WHAT TYPE OF COMPLAINTS DOES DFI HANDLE?

The Indiana Department of Financial Institutions (DFI) is responsible for the regulation and supervision of state-chartered and state-licensed financial institutions, including:

- state-chartered banks, credit unions, and savings and loan associations
- small loan ("payday") lenders;
- auto dealer finance companies;
- finance companies;
- mortgage lenders;
- sellers of money orders, wire transfers, and traveler checks (money transmitters);
- retail creditors (i.e. furniture stores that sell furniture on credit);
- check cashers;
- rental purchase companies (i.e. rent-to-own dealers);
- pawnbrokers;
- civil proceeding advance payment providers (i.e. lawsuit lending);
- debt management companies; and
- earned wage access providers.

COMPLAINTS THAT DFI *DOES NOT* HANDLE

For financial institutions and entities not chartered, licensed, or registered with our agency, please review the list below to find the appropriate agency with which to file your complaint.

Type of complaint	**Where to file your complaint**
National Banks (For example, Chase Bank, Bank of America, Fifth Third Bank, PNC Bank. Any bank with "N.A." in its name.)	The Office of the Comptroller of the Currency (OCC) www.HelpWithMyBank.gov 800-613-6743
Federal Credit Unions	National Credit Union Administration (NCUA) complaint.mycreditunion.gov/Complaint/ 800-755-1030
Loan Brokers	Indiana Secretary of State www.in.gov/sos/securities/2408.htm
Identity Theft, Fraud, Scams, and other online crimes	Indiana Attorney General Consumer Protection Division, www.IndianaConsumer.com or 317-232-6330 Federal Trade Commission, www.identitytheft.gov FBI Internet Crime Complaints Center (IC3), www.fbi.gov/investigate/cyber

HOW DO I FILE A COMPLAINT WITH THE DFI?

FIRST, CONTACT THE COMPANY DIRECTLY TO RESOLVE THE COMPLAINT.

If your communication with the company fails to resolve the complaint, you may submit the complaint to the DFI. Use the attached complaint form and e-mail it to the DFI at DFIcomplaints@dfi.in.gov or fax or mail a copy to us. Include copies **(not originals)** of relevant documents, canceled checks, receipts, correspondence, etc. **Please black out any personally identifiable information, such as Social Security Numbers and birth dates.** The DFI will review your complaint. Based on the type of product involved, DFI will either send a copy of your complaint to the institution or entity and request that the institution/entity respond, or, DFI will notify you of the proper place to file your complaint.

Complaint processing usually takes from 30 to 60 days. Be aware that the DFI does not have the authority to act as a court of law and the DFI may recommend that a consumer seek the advice of an attorney. In some cases, your only recourse to resolve the matter may be legal action. If you need legal assistance, you may find helpful resources at www.IndianaLegalHelp.org. The DFI will not handle a complaint that is in litigation. If, after a thorough investigation, a company is found to be in violation of a law, the DFI will address that violation with the company.

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State Form 47127 (R7 / 7-26)
INDIANA DEPARTMENT OF FINANCIAL INSTITUTIONS

INDIANA DEPARTMENT OF FINANCIAL INSTITUTIONS
30 South Meridian Street, Suite 200
Indianapolis, Indiana 46204
Telephone: (317) 232-0303
Fax: (317) 232-7655
dficomplaints@dfi.IN.gov

INSTRUCTIONS:

1. *Read the Consumer Complaint Information and Instructions above.*
2. *PRINT OR TYPE all information in INK only.*
3. *Return the completed form to the Department of Financial Institutions at the email or fax shown above. Keep a copy for your records.*

Name of company	Today's date *(month, day, year)*
Address of company *(number and street, city, state, and ZIP code)*	
Name(s) of person(s) you dealt with	Telephone number ( )

Your name	Your email address	Your telephone number ( )
Your Address	City	State and Zip Code

Is your complaint currently the subject of pending Litigation? ☐ Yes ☐ No	Have you consulted legal counsel? ☐ Yes ☐ No	Account number

Our authority is limited to those entities or institutions which are chartered, licensed, or supervised by the DFI.

Type of complaint: ☐ Checking / Draft Account ☐ Credit Card ☐ Commercial Loan ☐ Trust Account ☐ Consumer Loan ☐ Mortgage Loan ☐ Interest Rate ☐ Other: _____

Details of complaint *(Use continuation sheet if additional space is needed.)*

I authorize the Department of Financial Institutions to send a copy of this complaint, together with supporting documents, to the company against whom the complaint is filed, and/or to another state or federal regulatory agency with jurisdiction.
Your signature is required for the DFI to process your complaint.

Signature of complainant	Date signed *(month, day, year)*
Print or type name	