



## STATE OF CONNECTICUT DEPARTMENT OF BANKING



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Department of Banking  
260 Constitution Plaza  
Hartford CT 06103-1800

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(800) 831-7225

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### How May We Help You?

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If you have a complaint against a company, individual or entity [regulated](#) by the Department of Banking, **please complete our online form** below.

Please note that the department's ability to take action with respect to a particular complaint is limited to situations where there is an apparent violation of those laws subject to its jurisdiction. In such cases, the department can pursue administrative remedies, injunctive relief through the office of the Attorney General or refer the matter for criminal prosecution.

You should recognize, however, that we are not a court of law. We cannot compel monies to be refunded, contracts to be canceled or damages to be awarded, nor can we act as your attorney and provide legal advice. Rescission, restitution and damages may be available through a private lawsuit. Therefore, you may wish to consult an attorney to explore what rights you may have under federal and state law and whether you have a basis for prevailing in private litigation.

All complaints will be handled in the order in which they are received. In most instances, responses will be issued to consumer complaints within 60 days.

### [File a Complaint Online](#)

As an alternative to using the above form, you may file a written complaint if you have attachments to submit to the agency regarding your issue.

A **customer assistance form** is available for download to help you summarize your written complaint. The form is available in both Microsoft Word format ([customer.doc](#), 1 page, file size 40KB) or as a PDF file ([customer.pdf](#), 1 page, file size 28KB). (See [PDF handling notes](#)).

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Government Relations and Consumer Affairs  
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