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Delaware Department of State : Office of the State Bank Commissioner

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INFORMATION

CONSUMER COMPLAINTS

Having a problem with a Delaware financial institution? Maybe we can help.

Anyone having an inquiry or concern involving a Delaware financial institution should contact the compliance area of the Office of the State Bank Commissioner. The compliance area is responsible for investigating consumer complaints and answering consumers' questions regarding state chartered financial institutions located in Delaware, as well as other financial services including mortgage and small loan companies, preneed funeral contracts and cashing of checks activities.

Members of the compliance staff are well versed in state banking laws and state and federal banking regulations. The compliance staff is also available to answer questions regarding Delaware's financial institutions and to educate consumers about the laws and regulations that pertain to their personal financial business.

Consumers may telephone the compliance staff by calling (302) 739-4235 or (302) 577-6722 from 8:00 am to 4:30 pm, Monday through Friday. Calls placed outside business hours can be recorded in voice mail. Many concerns can be addressed over the telephone, but complaints requiring investigation must be submitted in writing to 555 E. Loockerman Street, Suite 210, Dover, DE 19901 Attention: Compliance. Written complaints can also be faxed to (302) 739-2356, or electronically mailed over the internet to [Carole Hoffecker](#).

For your convenience, you may print our [complaint form](#) (requires adobe reader from [adobe.com](#)) and forward to our office.

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