

How do I file a complaint about a financial institution or an escrow depository that is regulated by DFI?

Complaints should be in writing, and mailed or delivered to the DFI office. DFI's mailing and direct delivery addresses are listed in the answer to Question 6: "[Where Should I Send My Complaint?](#)".

Use of DFI's [Complaint Form](#) is preferred, but not required. To download or to view the form and its accompanying information sheet, click above on "Complaint Form". Upon request, DFI will mail the Complaint Form to you. You may also pick up the form at the [DFI office](#).

If you need assistance in putting your complaint in written form, please contact the [DFI office](#).

Information you should include in your written complaint:

1. Your name, address and telephone number.
2. Name of the financial institution the complaint is against, name of the branch office (if applicable), address and telephone number.
3. Detailed description of the specific complaint against the financial institution, giving the dates involved and the names of the people with whom you dealt.
4. Names, addresses and telephone numbers of the persons you have dealt with who are important to your complaint.
5. Copies (not originals) of all pertinent documents, such as contracts, letters, receipts and statements.
6. Description of the resolution you desire or would find acceptable.
7. Your signature and the date signed.