



Complaints

A consumer complaint may be filed with this office regarding a State-Chartered Bank, State-Chartered Trust Company, Mortgage Broker, Mortgage Lender, Finance Company, Payday Lender, or other Supervised Lender.

This department's consumer complaint process is an informal one, and is provided as a service to Kansas residents. Although this agency does not possess the authority to provide a consumer with legal advice, adjudicate contractual disputes, or determine monetary liability between the financial institution and its customers, we are glad to act as an intermediary. Often this leads to an agreeable resolution of consumer matters.

In order for our office to investigate a consumer's concerns, a complaint letter must be submitted that provides specific details about the situation. Please provide all **copies** of any contracts with the company involved and any other documentation that may be relevant to the situation. Please **do not** send original documents, as we must retain the documents in our file. It is also necessary that the consumer's home address be provided so that this office can provide our findings and recommended course of action.

Address for Submitting a Complaint Letter:

Office of the State Bank Commissioner
Attn. Brenda Block
700 SW Jackson, Suite 300
Topeka, Kansas 66603

Consumer assistance is also provide by the following federal agencies:

[Department of Housing and Urban Development \(HUD\)](#)

[Federal Deposit Insurance Corporation \(FDIC\)](#)

[Federal Trade Commission \(FTC\)](#)

[Office of the Comptroller of Currency \(OCC\)](#)

[Office of Thrift Supervision \(OTS\)](#)

[HOME](#)

[Feedback](#)

[Division of Banking](#) | [Division of Consumer & Mortgage Lending](#) | [Consumer Assistance](#)
[About the OSBC](#) | [Site Index](#) | [Privacy Policy and Disclaimer](#)
