

KENTUCKY OFFICE OF FINANCIAL INSTITUTIONS
ATTENTION: ANDREA CUBERT, CONSUMER COMPLAINTS
1025 CAPITAL CENTER DRIVE, SUITE 200
FRANKFORT, KY 40601
502-573-3390, EXT. 226, OR 800-223-2579, EXT. 226
(FAX) 502-573-0184

FINANCIAL INSTITUTIONS COMPLAINT FORM

INSTRUCTIONS: Upon receipt of a properly completed "Complaint Form," the Office of Financial Institutions (OFI) will review the complaint and, generally, request a response from the financial institution that is the subject of the complaint. Based on this information, OFI will decide whether or not to begin a formal investigation. If a formal investigation begins, it will ordinarily remain confidential until terminated, as will any related documentation. You are invited to attach photocopies (no originals please) of supporting documents to the Complaint Form; however, please note that any documents attached may be subject to disclosure to the public, pursuant to Kentucky's Open Records Law, upon termination of a formal investigation or, if no investigation is formally initiated, at any time.

Please provide the following information about yourself:

Last name	First name	Middle initial
Street address	City	State
Daytime phone	Evening phone	Best time to call
		E-mail address

Please provide the following information for the financial institution your complaint is against:

Financial institution name	Street address
City	State
Zip	Phone number

Please briefly describe your complaint below (attach additional pages if necessary):

Please provide information regarding legal representation/action:

Is an attorney representing you in this matter? Yes No

If you have an attorney for this matter, may we contact your attorney? Yes No Not Applicable

Attorney last name	First name	Law firm name	City/State	Phone number

PLEASE READ BEFORE SIGNING: By signing this Complaint Form, I acknowledge that (1) the information I have provided is true to the best of my knowledge and belief, (2) I have read and understand the Notice in the paragraph below, and (3) I authorize the Office of Financial Institutions to send a copy of this Complaint Form to the financial institution that is the subject of the complaint, or to use the information I have provided in any manner deemed necessary or proper by the Office of Financial Institutions.

NOTICE: The Office of Financial Institutions does not provide personal legal advice, nor will it represent you in court proceedings. Also OFI cannot decide disputes, arbitrate claims or order firms to pay judgments in personal disputes. In order to recover lost funds or obtain comparable relief, you may have to initiate private legal action; prompt action on your part is critical because state and federal laws known as "statutes of limitations" impose strict time limits on filing law suits. Thus, you may wish to contact an attorney immediately. For names of attorneys in your area, call the Kentucky Bar Association or your local bar association.

Date Signed: _____ Signature: _____
 Checking this box constitutes your legal signature and acceptance of the above agreement.

*Please return the completed form to OFI by e-mailing Mary.Cubert@ky.gov or by mailing to the address above. The form **MUST** be signed either by hand or by checking the signature box.*