

**State of Louisiana**  
**OFFICE OF FINANCIAL INSTITUTIONS**  
**COMPLAINT FORM**

(Complaints must be submitted in writing  
to the address listed on last page)

(225) 922-2591  
Baton Rouge area

(888) 525-9414  
within Louisiana

(888) 783-5530  
outside Louisiana

**Print in ink or type information.**

➤ Your name:
➤ Your loan number:
➤ Your telephone number(s):
➤ Your Email address:
➤ Your mailing address:

➤ <b>Type of entity about which you are complaining</b>
<input type="checkbox"/> Bank – (OFI regulates state-chartered banks only. Complaints regarding nationally-chartered banks (Chase, N.A., Whitney National Bank, Capital One, N.A.) should be directed to the Office of the Comptroller of the Currency at (800) 613-6743 or by mail at Consumer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, TX 77010.
<input type="checkbox"/> Bond for Deed Escrow Agency
<input type="checkbox"/> Check Casher
<input type="checkbox"/> Credit Repair Services Organization
<input type="checkbox"/> Credit Union
<input type="checkbox"/> Licensed Lender/Insurance Premium Finance Company (Finance Company) -- <b>Please note:</b> For motor vehicle sales financing, contact the Louisiana Motor Vehicle Commission, Sales Finance Division, at (504) 838-5207.
<input type="checkbox"/> Loan Broker (Brokers consumer loans <u>not secured by real estate</u> )
<input type="checkbox"/> Notification Filer/Retail Sales Contracts
<input type="checkbox"/> Pawnbroker
<input type="checkbox"/> Payday Lender
<input type="checkbox"/> Repossession Agent
<input type="checkbox"/> Residential Mortgage Lender/Mortgage Broker/Originator
<input type="checkbox"/> Savings and Loan Association/Savings Bank/Thrift (Complaints regarding federal savings and loans/thrifts and federal chartered savings banks (F.S.B.) should be directed to the Office of the Thrift Supervision at (800) 842-6929 or by mail at Office of Consumer Programs, 1700 G Street, NW, Washington, D.C. 20552
<input type="checkbox"/> Money Orders/Money Transmitter
<input type="checkbox"/> Other _____
➤ <b>Name of entity about which you are complaining:</b>
➤ <b>Address of entity about which you are complaining:</b>
➤ <b>Name and telephone number of person with whom you dealt:</b>



➤ <b>What would satisfy your complaint?</b>
➤ <b>What is the amount of your monetary loss, if any?</b>
<p>I authorize the Office of Financial Institutions to send a copy of this complaint, together with supporting documents, to the company against which the complaint is filed and other private or public agencies.</p> <p>I understand that the Office of Financial Institutions is not my legal representative. I understand that it is recommended that I consult a private attorney and that I may lose my private right to sue about this matter entirely if I wait too long to do so. I understand that any action by the Office of Financial Institutions may not result in a refund or other relief for me personally.</p> <p>I wish to file this complaint with the Office of Financial Institutions. I understand that your office does not conduct litigation for individuals in matters, which involve purely private controversies. I am, however, filing this complaint to notify your office of the activities of this party and to seek any other assistance you may be able to render.</p> <p><b>Your signature and the date are required for this office to process your complaint.</b></p> <p>Signature: _____ Date: _____</p>

**Please complete this form and return to:**

**Mail:** Office of Financial Institutions  
Post Office Box 94095  
Baton Rouge, LA 70804-9095

**Fax:** (866) 341-4144 or (225) 925-4524

**Email:** [complaints@ofi.louisiana.gov](mailto:complaints@ofi.louisiana.gov)

(Please note that content in email sent to OFI is not encrypted and can be intercepted and read. To ensure better confidentiality, please fax or mail the complaint information via United States Postal Service.)