

The Official Website of the Office of Consumer Affairs & Business Regulation (OCABR)

Mass.Gov

Consumer Affairs and Business Regulation

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File a Complaint

Please use the internet form below to email us your consumer complaints. The Consumer Assistance Office will notify you when your complaint or question has been assigned to a consumer specialist. **The Division of Banks cannot guarantee the security of complaint information submitted through the internet.** If you are uncomfortable, or if you do not want to use the internet to submit your complaint, please telephone the Consumer Assistance Office or complete and mail a [complaint form](#) to the Division.

**Consumer Assistance Office
Massachusetts Division of Banks
One South Station
Boston, MA 02110**

**(800) 495-2265 ext. 1501 within Massachusetts,
(617) 956-1500 ext. 1501 outside of Massachusetts
Fax: (617) 956-1599
TDD: (617) 956-1577**

Privacy Alert: Please do not include in this complaint form any personal information like your bank account, charge card, or social security number. Please see our [Privacy Policy](#) for more information.

When you are done, be sure to hit the **SEND** button at the bottom of the form.

A. Your Information:

Your name:

Address:

City:

 State: Zip:

Home Phone:

 Work Phone:

Email Address:

(Please enter your correct email address here!!)

B. Financial Institution Information:

Include information in this section about a financial institution that you will reference in your question or complaint.

Financial Institution:

Address:

City: State: Zip:

Phone:

C. Question or Complaint: Please use the space below to explain in detail.

Please consider this message a: Question
 Complaint
 Not Sure

When you are finished, press the Send button.

Note: We will notify you when your complaint has been assigned to a consumer specialist.