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## How to File a Complaint

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- Determine that the company with which you have a complaint is an entity that is regulated by this agency by reviewing the "[NC Regulated Financial Institutions](#)". If you are not sure that this company is regulated by this agency, you may contact this agency by calling 919-733-3016 and ask for the Consumer Complaint Division.
- Select the [Consumer Complaint Form](#), or contact this office to have a copy mailed or faxed to you.
- Fill out the complaint form completely and attach copies of any pertinent documentation.
- Please use proper upper & lower case letters when typing this form.
- Be sure to continue to the second page in order to submit the form.
- Submit the form.
- Print a copy of the form. Sign the form and fax or mail the signed form to this office.
- Upon receipt of the signed form, we will initiate a complaint (see [Complaint Process](#)).

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