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Consumers with complaints or questions can contact the Department's Consumer Services Division. It is important to note that the Department does not regulate all financial institutions doing business in Pennsylvania. To find out if a particular entity is regulated by the Department, use our Financial Institution Search.

Entities not regulated by the Department may fall under the jurisdiction of one of the following agencies.

If the institution is a national bank (which has the word "national" in its name or "N.A." after its name), you should contact the [Comptroller of the Currency](#) (OCC).

If the institution is a federal savings and loan association or savings bank (which has the word "federal" in its name or "F.S.B." after its name), you should contact the [Office of Thrift Supervision](#) (OTS).

If the institution is a federal credit union (the word "federal" will be in the credit union's name), you should contact the [National Credit Union Administration](#) (NCUA).

The Department requests that consumers attempt to resolve their complaint directly with the financial institution or licensee. If you are not satisfied with the response, a written complaint may be filed with the Consumer Services Division.

Contacting Us Via the Web

Written complaints that do not include any pertinent documentation can be filed using our [complaint/inquiry form](#).

Written Complaints Should Contain the Following Information:

- Name and address, including zip code.
- Daytime telephone number
- **Copies** of pertinent documents. Do not send originals.
- A concise description of the facts leading to the complaint, and
- A statement describing the result you are seeking.


When documenting a complaint, it is also important to maintain a log of telephone conversations; including the name, title, and a contact number for the person you spoke with, as well as the date and what was discussed.

Written Complaints Should Be Mailed or Faxed To:

Pennsylvania Department of Banking
Consumer Services
17 N Second Street, Suite 1300
Harrisburg, PA 17101-2290

Fax: 717-787-8773

Financial Institution Search

Find banks and other licensed entities 

Online Applications

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Contact Us

ra-pabanking@state.pa.us
1•800•PA•BANKS 

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The Department of Banking reviews the complaint/inquiry mail messages daily. Staff will contact you regarding your complaint/inquiry as soon as possible and may require additional information or clarification. Please ensure that the Department is able to respond to your complaint/inquiry by providing all requested information and important facts/circumstances pertaining to the complaint/inquiry being filed. The Department deems any information provided to the Department of Banking to be confidential and will not release such information without your permission or unless disclosure is authorized or required under the law.

Contacting Us by Phone

Consumers may also contact the Consumer Services Division at:

- 1-800-722-2657 or (717) 787-1854

What Happens Next?

Upon receipt of a written complaint, the Consumer Services Division will send a copy of the complaint to the financial institution or licensee for a response. The financial institution or licensee then has 30 days to provide a written response to the Consumer Services Division. The length of time it takes to resolve a matter will depend on the complexity of the issues, whether we need any additional information, and the number of complaints the Consumer Services Division receives. If you have an emergency situation such as the imminent loss of your home, please contact us by telephone.

Confidential Complaints

If the consumer does not want a financial institution or licensee to read their complaint, the Consumer Services Division will honor that request. Be sure to clearly state your wishes in the complaint. Confidential complaints will not receive a response from the Consumer Services Division. Instead, the complaint may be filed for review by Department examiners at the next regularly scheduled examination.

Factual Disputes

A factual dispute arises when a complainant and the financial institution or licensee cannot agree on what actually happened, and there is no documentation to sufficiently verify either party's claim. The Consumer Services Division does not have the authority to act as a judge in these instances. Additionally, not all problems can be resolved through regulatory assistance. In these instances, the Consumer Services Division may suggest the resolution of a complaint be pursued through private legal counsel or other mediation or arbitration. Persons without means to hire counsel may qualify for Legal Aid assistance.

> ready > set > connect

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