



Date Rec. _____

Case No.: _____

Date Closed _____

OFFICE USE ONLY

Texas Department Of Banking Bank & Trust Consumer Complaint Form

Please read the following carefully:

Please print and use black ink. It is very important that you complete the form in its entirety. It is imperative that you **provide copies of all supporting documentation** in order for your complaint to be processed. **PLEASE DO NOT SEND ORIGINALS.** Documentation includes, but is not limited to, copies of checks, agreements/contracts, receipts, and letters. If the financial institution is regulated by the Texas Department of Banking, a **copy of your complaint will be sent to the financial institution** for their review and response.

Please mail all correspondence to:

**Texas Department of Banking
Attention: Consumer Assistance Activities
2601 N. Lamar Blvd.
Austin, Texas 78705-4294**

Consumer Information:

Name:			
	First	Middle	Last
Address:			
	Street	City	State Zip
Is complaint regarding: Personal account(s)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Acct. No.:
Business account(s)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Acct. No.:
Daytime Phone:	()	Evening Phone:	()
Alt. Phone:	()	Fax:	()
Name in which accounts are listed:			
Are you or were you a signer on the account(s)?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no, please explain in your narrative)		
How did you hear about us?	<input type="checkbox"/> My Bank Web Site <input type="checkbox"/> Privacy Notice from My Bank <input type="checkbox"/> Friend/Neighbor <input type="checkbox"/> Referred by Another Agency <input type="checkbox"/> Legislative Representative <input type="checkbox"/> Other		

Institution information in which you are filing a complaint against:

Bank Name:			
Address:			
	Street	City	State Zip
Person(s) you dealt with:			
Date(s) of Transaction(s):			

The following questions will assist us in processing your complaint:

1. Do you have an account with the financial institutions at this time?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Did you sign a contract or agreement of any kind in relation to your complaint? <i>For example: a deposit agreement, safe deposit agreement, loan agreement, etc. If yes, please provide a copy of the document.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Amount(s) in question:	\$

