

Contacting Your Local Banking Authority

The officials listed below regulate and supervise state-chartered banks. Many of them handle or refer problems and complaints about other types of financial institutions as well. Some also answer general questions about banking and consumer credit. If you are dealing with a federally chartered bank, check "Federal Agencies" on page 100. Also see the chart in the "Banking" section on page 5.

Alabama

State Banking Department
PO Box 4600
Montgomery, AL 36103-4600
334-242-3452
Toll-free: 1-866-465-2279
www.banking.alabama.gov

Alaska

Division of Banking and Securities
Department of Commerce,
Community and Economic
Development
PO Box 110807
Juneau, AK 99811-0807
907-465-2521
Toll-free: 1-888-925-2521
TTY: 907-465-5437
✉: dbsc@commerce.state.ak.us
www.commerce.state.ak.us/bsc/home.htm

Arizona

Department of Financial Institutions
2910 N. 44th St., Suite 310
Phoenix, AZ 85018
602-771-2800
✉: consumeraffairs@azdfi.gov
www.azdfi.gov

Arkansas

State Bank Department
400 Hardin Rd., Suite 100
Little Rock, AR 72211
501-324-9019
✉: asbd@banking.state.ar.us
accessarkansas.org/bank

California

State Department of Financial Institutions
45 Fremont St., Suite 1700
San Francisco, CA 94105-2219
415-263-8500
916-322-0622
(Consumer Services)
Toll-free: 1-800-622-0620 (CA)
✉: consumer@dfi.ca.gov
www.dfi.ca.gov

Colorado

Division of Banking
Department of Regulatory
Agencies
1560 Broadway, Suite 975
Denver, CO 80202
303-894-7575
✉: banking@dora.state.co.us
www.dora.state.co.us/banking

Connecticut

Connecticut Department of Banking
Government Relations and
Consumer Affairs
260 Constitution Plaza
Hartford, CT 06103
860-240-8299
Toll-free: 1-800-831-7225
www.state.ct.us/dob

Delaware

Office of the State Bank Commissioner
555 E. Loockerman St., Suite 210
Dover, DE 19901
302-739-4235
www.banking.delaware.gov

District of Columbia

Department of Insurance, Securities and Banking
Attn: Consumer Protection
Advocate
810 1st St., NE, Suite 701
Washington, DC 20002
202-727-8000 (General Information)
202-442-7843
✉: disb@dc.gov
www.disb.dc.gov

Florida

Office of Financial Regulation
Division of Financial Institutions
200 E. Gaines St.
Tallahassee, FL 32399-0371
850-410-9800
Toll-free: 1-800-848-3792 (FL)
✉: ofr@flofr.com
www.flofr.com

Georgia

Department of Banking and Finance
2990 Brandywine Rd., Suite 200
Atlanta, GA 30341-5565
770-986-1633
Toll-free: 1-888-986-1633 (GA)
www.gadbf.org

Hawaii

Division of Financial Institutions
Department of Commerce and
Consumer Affairs
PO Box 2054
Honolulu, HI 96805
808-586-2820
808-274-3141 (Kauai)
808-984-2400, ext. 62820# (Maui)
808-974-4000, ext. 62820# (HI)
TTY: 808-586-2820
✉: dfi@dcca.hawaii.gov
www.hawaii.gov/dcca/dfi

Idaho

Department of Finance
Financial Institutions Bureau
PO Box 83720
Boise, ID 83720-0031
208-332-8000
Toll-free: 1-888-346-3378 (ID)
✉: finance@finance.idaho.gov
finance.idaho.gov

Illinois

Division of Banks and Real Estate
122 S. Michigan Ave., Suite 1900
Chicago, IL 60603
312-793-3000
Toll-free: 1-877-793-3470
TTY: 312-793-0291
www.idfpr.com

Indiana

Department of Financial Institutions
30 S. Meridian St., Suite 300
Indianapolis, IN 46204
317-232-3955
Toll-free: 1-800-382-4880 (IN)
www.in.gov/dfi

Iowa

Division of Banking
200 E. Grand Ave., Suite 300
Des Moines, IA 50309-1827
515-281-4014
www.idob.state.ia.us

Kansas

Office of the State Bank Commissioner
700 S.W. Jackson St., Suite 300
Topeka, KS 66603-3714
785-296-2266
Toll-free: 1-877-387-8523
(Consumer Helpline)
www.osbckansas.org

Kentucky

Department of Financial Institutions
1025 Capitol Center Dr., Suite 200
Frankfort, KY 40601
502-573-3390
Toll-free: 1-800-223-2579
✉: kfi@ky.gov
www.kfi.ky.gov

Louisiana

Office of Financial Institutions
PO Box 94095
Baton Rouge, LA 70804-9095
225-925-4660
✉: ofila@ofi.louisiana.gov
www.ofi.state.la.us

Maine

Bureau of Financial Institutions
36 State House Station
Augusta, ME 04333-0036
207-624-8570
Toll-free: 1-800-965-5235
TTY: 207-624-8563
www.maine.gov/pfr/financialinstitutions

Maryland

Commissioner of Financial Regulation
500 N. Calvert St., Suite 402
Baltimore, MD 21202
410-230-6100
Toll-free: 1-888-784-0136 (MD)
TTY: 410-767-2117
✉: finreg@dllr.state.md.us
www.dllr.state.md.us/finance

Massachusetts

Division of Banks
One South Station, 3rd floor
Boston, MA 02110
617-956-1501
Toll-free: 1-800-495-2265 (MA)
TTY: 617-956-1577
✉: dobconsumer.assistan@state.ma.us
www.mass.gov/dob

Michigan

Office of Financial and Insurance Regulation
PO Box 30220
Lansing, MI 48909-7720
517-373-0220
Toll-free: 1-877-999-6442
✉: ofir-info@michigan.gov
www.michigan.gov/ofir

Minnesota

Financial Examinations Division
Department of Commerce
85 7th Pl., E, Suite 500
St. Paul, MN 55101
651-296-2135
TTY: 651-296-2860
✉: financial.commerce@state.mn.us
www.commerce.state.mn.us

Mississippi

Department of Banking and Consumer Finance
501 N. West St.
901 Woolfolk Building, Suite A
Jackson, MS 39201
601-359-1031
Toll-free: 1-800-844-2499 (MS)
✉: webmaster@dbcf.state.ms.us
www.dbcf.state.ms.us

Missouri

Department of Finance
301 W. High St., Room 630
PO Box 716
Jefferson City, MO 65102
573-751-3242
✉: finance@dof.mo.gov
finance.mo.gov

Montana

Division of Banking & Financial Institutions
PO Box 200546
301 S. Park Ave., Suite 316
Helena, MT 59620-0546
406-841-2920
Toll-free: 1-800-914-8423
TTY: 406-444-1421
www.banking.mt.gov

Nebraska

Department of Banking & Finance
PO Box 95006
Lincoln, NE 68509-5006
402-471-2171
Toll-free: 1-877-471-3445
www.ndbf.ne.gov

Nevada

Financial Institutions Division
Department of Business & Industry
PO Box 3239
Carson City, NV 89702
702-486-4120
Toll-free: 1-866-858-8951 (NV)
✉: FIDMaster@fid.state.nv.us
www.fid.state.nv.us

New Hampshire

State Banking Department
53 Regional Dr., Suite 200
Concord, NH 03301
603-271-3561
Toll-free: 1-800-437-5991
TTY: 1-800-735-2964
✉: NHBD@Banking.State.NH.US
www.nh.gov/banking

New Jersey

Department of Banking and Insurance
PO Box 471
Trenton, NJ 08625
609-292-7272
Toll-free: 1-800-446-7467
www.njdobi.org/

New Mexico

Financial Institutions Division
Regulation and Licensing
Department
2550 Cerrillos Rd., 3rd Floor
Santa Fe, NM 87505
505-476-4885
www.rld.state.nm.us/FID/

New York

Banking Department
Consumer Help Unit
One State St.
New York, NY 10004-1417
212-709-3530
Toll-free: 1-877-226-5697 (NY)
✉: consumer@banking.state.ny.us
www.banking.state.ny.us

North Carolina

Commissioner of Banks
4309 Mail Service Center
Raleigh, NC 27699-4309
919-733-3016
Toll-free: 1-888-384-3811
www.nccob.org

North Dakota

Department of Financial Institutions
2000 Schafer St., Suite G
Bismarck, ND 58501-1204
701-328-9933
TTY: 1-800-366-6888 (ND)
✉: dfi@nd.gov
www.nd.gov/dfi

Ohio

Division of Financial Institutions
Department of Commerce
77 S. High St., 21st Floor
Columbus, OH 43215-6120
614-728-8400
Toll-free: 1-866-278-0003
TTY: 1-800-750-0750
✉: webdfi@dfi.com.state.oh.us
www.com.ohio.gov/fiin

Oklahoma

State Banking Department
2900 N. Lincoln Blvd.
Oklahoma City, OK 73105
405-521-2782
www.osbd.state.ok.us

Oregon

Department of Consumer & Business Services
Division of Finance and Corporate Securities
PO Box 14480
Salem, OR 97309-0405
503-378-4140
Toll-free: 1-866-814-9710
✉: dcbs.dfcsmail@state.or.us
dfcs.oregon.gov

Pennsylvania

Department of Banking
Consumer Services
17 N. Second St., Suite 1300
Harrisburg, PA 17101-2290
717-787-2665
Toll-free: 1-800-722-2657
TTY: 1-800-679-5070
www.banking.state.pa.us

Puerto Rico

Office of the Commissioner of Financial Institutions
PO Box 11855
San Juan, PR 00910-3855
787-723-3131
www.cif.gov.pr

Rhode Island

Division of Banking
Department of Business Regulation
1511 Pontiac Ave.
Cranston, RI 02920
401-462-9503
✉: bankingquiry@dbr.state.ri.us
www.dbr.state.ri.us

South Carolina

Office of the Commissioner of Banking
State Board of Financial Institutions
1205 Pendleton St., Suite 305
Columbia, SC 29201
803-734-2001
banking.sc.gov

South Dakota

Division of Banking
217 ½ W. Missouri Ave.
Pierre, SD 57501-4590
605-773-3421
✉: drr.banking.info@state.sd.us
www.state.sd.us/banking

Tennessee

Department of Financial Institutions
Consumer Resources Division
414 Union St., Suite 1000
Nashville, TN 37219
615-253-2023
Toll-free: 1-800-778-4215
✉: TDFI.ConsumerResources@state.tn.us
www.tennessee.gov/tdfi

Texas

Department of Banking
 2601 N. Lamar Blvd., Suite 201
 Austin, TX 78705
 512-475-1300
 Toll-free: 1-877-276-5554
 (Consumer Hotline)
 ✉: consumer.complaints@
 banking.state.tx.us
www.banking.state.tx.us

Utah

**Department of Financial
 Institutions**
 PO Box 146800
 Salt Lake City, UT 84114-6800
 801-538-8830
www.dfi.utah.gov

Vermont

**Department of Banking,
 Insurance, Securities and
 Health Care Administration**
 89 Main St., Drawer 20
 Montpelier, VT 05620-3101
 802-828-3301
 802-828-3307 (Banking)
 ✉: bankdiv@bishca.state.vt.us
www.bishca.state.vt.us

Virgin Islands

**Division of Banking
 and Insurance**
 Office of the Lieutenant Governor
 #18 Kongens Gade
 St. Thomas, VI 00802
 340-774-7166
www.ltg.gov.vi

Virginia

Bureau of Financial Institutions
 PO Box 640
 Richmond, VA 23218
 804-371-9657 (General Information)
 804-371-9705 (Complaints)
 Toll-free: 1-800-552-7945 (VA)
 TTY: 804-371-9206
 ✉: bfquestions@scc.virginia.gov
www.scc.virginia.gov

Washington

**Department of Financial
 Institutions**
 PO Box 41200
 Olympia, WA 98504-1200
 360-902-8700
 Toll-free: 1-877-746-4334
 TTY: 360-664-8126
www.dfi.wa.gov

West Virginia

Division of Banking
 One Players Club Dr., Suite 300
 Charleston, WV 25311
 304-558-2294
 Toll-free: 1-800-642-9056 (WV)
www.wvdob.org

Wisconsin

**Department of Financial
 Institutions**
 Division of Banking
 PO Box 7846
 Madison, WI 53707-7846
 608-261-7577
 Toll-free: 1-800-452-3328 (WI)
 TTY: 608-266-8818
 ✉: askthesecretary@dfi.state.
 wi.us
www.wdfi.org

Wyoming

Division of Banking
 Herschler Building, 3rd Floor, E
 122 W. 25th St.
 Cheyenne, WY 82002
 307-777-7797
audit.state.wy.us/banking