

Submit a complaint against a Nationally-Chartered Bank

- Determine if the financial institution is Nationally-Chartered, by checking the current edition of the [Alaska Directory of Banks and Financial Institutions](#).

Customer Assistance Group

1301 McKinney Street, Suite 3710

Houston, TX 77010

800-613-6743 (toll free)

713-336-4301 (fax)

Customer.Assistance@occ.treas.gov (e-mail)

www.occ.treas.gov (web page)

- Submit a written complaint via e-mail, fax, or mail that includes the full name, address, and phone number of the person filing the complaint. Be sure to explain:

Who is it about?

When did it take place?

What happened?

Why did it happen?

Where did it take place?

How did it happen?