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## Press Release

FOR IMMEDIATE RELEASE

COMMISSIONER'S OFFICE

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### **CONSUMER ALERT: Alaskans Reminded to Closely Monitor Financial Accounts**

October 5, 2016 ANCHORAGE –The Alaska Division of Banking and Securities and the Consumer Protection Unit of the Department of Law remind Alaskans to closely monitor financial accounts. It is important to be proactive in reviewing your finances—unauthorized activity can have negative effects on your financial health.

- Call or stop by your financial institution(s) and ask to review a full list of all of the accounts under your name. Verify there are no unknown accounts under your name or unauthorized account activity.
- Go through your account history carefully and look for any unusual transactions or fees. Review statements for your credit card, bank, retirement, brokerage, and other financial accounts at least once a month, looking for any transactions or accounts you do not recognize.
- Periodically check your credit report. You can get a [free copy of your credit report](#) from each of the three main nationwide credit reporting companies once every twelve months. Examine your credit report, looking for any unwanted or unfamiliar accounts or unpaid fees.

If you suspect unauthorized activity, contact your financial institution. Your financial statements should include contact information for the institution; if not, the [2016 Alaska Directory of Banks and Financial Institutions](#) provides a comprehensive list of contact information for all state and federal chartered financial institutions including banks, credit unions, and other companies that are approved and operating in Alaska. If you have questions regarding a state chartered institution, securities broker-dealer, investment adviser, or securities salesperson, please call the Division of Banking and Securities at (888)925-2521.

Document any questionable activity—note the account number, date and any other pertinent information—and alert the [Consumer Financial Protection Bureau](#). You can submit a complaint [online](#) or call the bureau at (855)411-2372. You should also file a [consumer complaint](#) with the Alaska Department of Law. If your concern involves a federal credit union, you can also file a complaint with the [National Credit Union Administration](#). The [Office of the Comptroller of the Currency](#) helps resolve issues with nationally chartered banks and their subsidiaries.

The Division of Banking and Securities, along with the Division of Corporations, Business and Professional Licensing, the Division of Insurance, the Alcohol and Marijuana Control Office, and the Regulatory Commission

of Alaska, is an agency housed within the Alaska Department of Commerce, Community and Economic Development tasked with protecting consumers in Alaska. For additional information about the division, please visit [commerce.alaska.gov/web/DBS](https://commerce.alaska.gov/web/DBS). For additional information about the Department of Commerce, Community and Economic Development and its other agencies, please visit [commerce.alaska.gov](https://commerce.alaska.gov).

The Consumer Protection Unit of the Alaska Department of Law investigates unfair or deceptive business practices and files legal actions on behalf of the State of Alaska to stop such practices. The unit also engages in informal mediation of consumer complaints, educates the public about consumer issues, proposes legislation and regulations regarding trade and business practices, enforces antitrust laws, and registers telemarketers, charitable organizations, paid solicitors, and sellers of business opportunities. For more information about the Consumer Protection unit, please visit [law.alaska.gov/consumer](https://law.alaska.gov/consumer).

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