

**PLEASE NOTE: THE TEXAS DEPARTMENT OF BANKING REGULATES STATE
BANKS/TRUST COMPANIES.**

Is the bank/trust company against which you are complaining a state bank/trust company? If you do not know, please call the bank/trust company and inquire.

If your complaint does not involve a state bank/trust company, please contact the appropriate authority.

NATIONAL BANKS

Comptroller of the Currency
Customer Assistance Group
1301 McKinney St., Suite 3710
Houston, Texas 77010
(713) 336-4300 (800) 613-6743
FAX: (713) 336-4301

**STATE-CHARTERED
SAVINGS & LOANS**

Texas Savings and Loan Department
2601 N. Lamar Boulevard
Austin, Texas 78705
(512) 475-1350

FEDERAL SAVINGS & LOANS

Office of Thrift Supervision
Department of the Treasury
122 W. John Carpenter Frwy.
Irving, Texas 75039
P. O. Box 619027
Dallas/Fort Worth, TX 75261-9027
(972) 281-2000

STATE CREDIT UNIONS

Credit Union Department
914 East Anderson Lane
Austin, Texas 78752
(512) 837-9236 FAX: (512) 832-0278

FEDERAL CREDIT UNIONS

National Credit Union Administration
4807 Spicewood Springs Road, Suite 5200
Austin, Texas 78759-8490
(512) 349-4500

**CONSUMER FINANCE COMPANIES
SECONDARY MORTGAGE LENDERS,
PAWN SHOPS AND
RETAIL INSTALLMENT SALES**

Office of Consumer Credit Commissioner
2601 N. Lamar Boulevard, 2nd Floor
Austin, Texas 78705-4207
(512) 936-7600 (800) 538-1579

**DECEPTIVE TRADE PRACTICES
MORTGAGE COMPANIES**

Attorney General of Texas
Consumer Protection Division
P.O. Box 12548
Austin, Texas 78711-2548
(512) 463-2070 (800) 621-0508

**FAIR CREDIT REPORTING
ACT VIOLATIONS**

Federal Trade Commission
Dallas Regional Office
1999 Bryan St., Ste 2150
Dallas, Texas 75201
(214) 979-0213

MORTGAGE COMPANIES

Texas Mortgage Banker's Association
11 Greenway Plaza, Suite 1614
Houston, Texas 77046
(713) 623-4757

INSURANCE

Texas Department of Insurance
Consumer Protection
P. O. Box 149104
Austin, Texas 78714-9104
(512) 463-6515 (800) 252-3439
(800)252-3439