

## 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](mailto:Customer.Assistance@occ.treas.gov) (e-mail)

[www.occ.treas.gov](http://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?**