



## COMPLAINT RESOLUTION PROCEDURE NOTICE

If you have a dispute with your financial institution regarding your deposit account, contact the financial institution's consumer complaint representative or department and attempt to resolve the problem directly with the financial institution. If the financial institution fails to resolve the problem, write a letter or file a complaint electronically, detailing the problem and the resolution you are seeking to:

Maine Bureau of Financial Institutions  
Consumer Outreach Program  
36 State House Station  
Augusta, ME 04333-0036

Phone: 1-800-965-5235 or (207) 624-8570  
Fax: (207) 624-8590

[http://www.state.me.us/pfr/bkg/bkg\\_contact.htm](http://www.state.me.us/pfr/bkg/bkg_contact.htm)

E-mail :BFI.info@Maine.gov

The Bureau of Financial Institutions will acknowledge receipt of your complaint promptly and investigate your claim. You will be informed of the results of the investigation. When your complaint involves a federally chartered institution, the Bureau of Financial Institution will refer it to the appropriate federal supervisory agency and inform you to whom it has been referred.