

Mortgage Lender Complaints

If you have reason to suspect mortgage fraud or have a complaint against a mortgage lender, bank, credit union or other entity regulated by the Office of Financial Institutions, you may obtain the Complaint Form from the Office of Financial Institutions website at <http://www.ofi.louisiana.gov>. To file a complaint, you must complete the form and mail, e-mail or fax to the Office of Financial Institutions at the following:

Office of Financial Institutions
Post Office Box 94095
Baton Rouge, Louisiana 70804-9095

(225) 922-2591 (Baton Rouge area)
(888) 525-9414 (within Louisiana)
(888) 783-5530 (outside of Louisiana)
(225) 925-4524 (Fax)
(866) 341-4144 (Fax)

complaints@ofi.louisiana.gov (e-mail)

The Office of Financial Institutions governs the following regulated entities:

Regulated Entities

Banks	State-chartered banks only. Complaints regarding nationally-chartered banks (Chase, NA, Whitney National Bank, Capital One, NA) should be directed to the Office of the Comptroller of the Currency at (800) 613-6743 or by mail at Customer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, TX 77010
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Bond for Deed Escrow Agency

Check Cashers

Collection Agency

Report all complaints to the Consumer Protection Division of the Attorney General's Office at (225) 326-6499 or (800) 351-4889 or the Federal Trade Commission at (877) FTC-HELP.

Credit Repair Services Organizations

Credit Unions

State-chartered only. Complaints against federal credit unions should be directed to the National Credit Union Administration (NCUA) at (512) 342-5600.

**Licensed
Lender/Insurance
Premium Finance
Company (Finance
Company)**

For motor vehicle sales financing, contact the Louisiana Motor Vehicle Commission, Sales Finance Division, at (504) 838-5207.

Loan Brokers (Broker's consumer loans not secured by real estate)

Money Orders/Money Transmitters/Stored Value Cards

Notification Filer/Retail Sales Contracts

Pawnbrokers

Payday Lenders

Repossession Agents

**Residential Mortgage
Lenders/Mortgage
Brokers/Originators**

(888) 783-5530

**Thrifts/Savings and Loan
Associations/Savings
Banks**

State-chartered only. Complaints regarding federal savings and loans or federally chartered savings banks should be directed to Office of Thrift Supervision (OTS) at (800) 842-6929.