

State Regulatory Complaint Agencies



Below is a schedule of state regulatory agency complaints departments and procedures. (Updated as of June 13, 2019.)
 We strongly encourage you to first contact Cambridge with your complaint, so we can rectify your problem more quickly.

State	Agency for Complaints	Address	Contact Information
Alabama	Alabama Securities Commission Complaint form	Enforcement Division PO Box 304700 Montgomery, AL 36130-4700	Toll Free: 800-222-1253 Phone: 334-242-2984 Fax: 334-242-0240 Email: asc@asc.alabama.gov
Alaska	<p>For Alaska Residents Only: If your issue is unresolved by Cambridge Mercantile Corp. (U.S.A.) at (212) 594-2200, please submit formal complaints with the State of Alaska, Division of Banking & Securities. Formal complaints must be in writing, please download the form here: https://www.commerce.alaska.gov/web/portals/3/pub/DBSGeneralComplaintFormupdated.pdf Formal complaint forms may be submitted via: 1. Fax: 907-465-1230 2. Email: msb_licensing@alaska.gov 3. Mail: Division of Banking & Securities PO Box 110807 Juneau, AK 99811-0807 If you have questions regarding formal complaints, please call 907-465-2521</p>		
Arizona	Department of Financial Institutions File a complaint	100 N. 15th Avenue #261 Phoenix, AZ 85007	Toll Free: 800-544-0708 Phone: 602-771-2800 Fax: 602-381-1225 Email: Consumeraffairs@azdfi.gov
Arkansas	Securities Department File a complaint	Heritage West Building, Suite 300 201 East Markham Street Little Rock, AR 72201-1692	Toll Free: 800-981-4429 Phone: 501-324-9260 Fax: 501-324-9268 Email: info@securities.arkansas.gov
California	Department of Business Oversight File a complaint	Attn: Consumer Services 1515 K Street, Suite 200 Sacramento, CA 95814	Toll Free: 866-275-2677 Phone: 916-327-7585 Fax: N/A Email: N/A
Colorado	Division of Banking File a complaint	1560 Broadway, Suite 975 Denver CO 80202	Phone: 303-894-7575 Fax: 303-894-7570 Email: DORA_BankingWebsite@state.co.us

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Connecticut	Department of Banking File a complaint	260 Constitution Plaza Hartford, CT 06103	Telephone Direct:860-240-8170 Toll Free:1-800-831-7225, ext. 8170 Fax: 860-240-8178 Email: banking.complaints@ct.gov
Delaware	Office of the State Bank Commissioner File a complaint	43 South DuPont Highway Edgehill Shopping Center Dover, DE 19901	Toll Free: 800-464-4357 Phone: 302-739-4235 (or) Phone: 302-739-6722 Fax: 302-739-2356 Email: bankcommissioner@state.de.us
District of Columbia	Department of Insurance, Securities & Banking File a complaint	1050 First St., NE, Suite 801 Washington, DC 20002	Phone: 202-727-8000 Fax: 202-354-1085 Contact TTY: 711 Email: discomplaints@dc.gov
Florida	Office of Financial Regulation, Division of Finance File a complaint	Attn: Consumer Assistance Group 200 E Gaines Street Tallahassee, FL 32399-0381	Phone: 850-410-9805 (or) Phone: 850-487-9687 Fax: 850-410-9300 Email: N/A
Georgia	Georgia's Department of Financial Institutions instructs customers to make their complaints directly to the MSB or to file the complaint directly with the Consumer Financial Protection Bureau at www.consumerfinance.gov/complaint or by phone at 855-411-2372.		
Idaho	Department of Finance Securities Bureau File a complaint	P.O. Box 83720, Boise ID 83720-0031 Or Express: 800 Park Blvd, Suite 200 Boise, ID 83720-0031	Toll Free: 888-346-3378 Phone: 208-332-8004 Fax: 208-332-8099 Email: securities@finance.idaho.gov
Illinois	Department of Financial & Professional Regulation File a complaint	320 West Washington Street, 3rd Floor Springfield, IL 62786	All Inquiries: 1-888-473-4858
Indiana	Department of Financial Institutions Complaint form	30 South Meridian Street Suite 300 Indianapolis, IN 46204	Toll Free: 800-382-4880 Phone: 317-232-3955 Fax: 317-232-7655 Email: dficomplaints@dfi.IN.gov
Iowa	Office of State Bank Commissioner File a complaint	200 East Grand Ave, Suite 300 Des Moines, IA 50309	Phone: 515-281-4014 Fax: 515-281-4862 Email: N/A
Kansas	Office of State Bank Commissioner File a complaint	Attn: Consumer Affairs Department 700 SW Jackson, Suite 300 Topeka, KS 66603	Phone: 785-296-2266 Fax: 785-296-6037 Email: complaints@osbckansas.org
Kentucky	Office of Financial Institutions, Consumer Protection Branch File a complaint	Attn: Consumer Complaints 1025 Capital Center Drive, Suite 200 Frankfort, KY 40601	Toll Free: 844-354-0613 Phone: 502-573-3390 Fax: 502-573-0184 Email: KFI.Complaints@ky.gov
Louisiana	Office of Financial Institutions File a complaint	PO Box 94095 Baton Rouge, LA 70804-9095	Toll Free: 888-525-9414 Phone: 225-925-4660 Fax: 225-925-4524 (or) Fax: 866-341-4144 Email: Complains@ofi.la.gov

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Maine	Bureau of Consumer Credit Protection File a complaint	35 State House Station Augusta, ME 04333-0035	Toll Free: 800-332-8529 (in Maine) Phone: 207-624-8527 Fax: 207-582-7699 TTY: 877-577-6690 Email: Cons.Credit@maine.gov
Maryland	Office of the Commissioner of Financial Regulation File a complaint	Consumer Service Unit Attn: Complaint Unit 500 N. Calvert Street, Suite 402 Baltimore, MD 21202-3651	Toll Free: 888-784-0136 Phone: 410-230-6100 Fax: 410-333-3866 Email: DLFRComplaints-DLLR@marland.gov
Massachusetts	Division of Banks File a complaint	Attn: Consumer Assistance Unit 1000 Washington Street, 10th Floor Boston, MA 02118-6400	Toll Free: 800-495-2265 Phone: 617-956-1500 Fax: 617-368-2700 TDD: 617-956-1577 Email: N/A
Michigan	Department of Insurance and Financial Services – Office of Consumer Services File a complaint	PO Box 30220 Lansing, MI 48909-7720	Toll Free: 877-999-6442 Fax: 517-284-8837 Email: difscomplaints@michigan.gov
Minnesota	Commerce Department Complaint form	Online submission	Phone: 651-539-1600 Fax: N/A Email: N/A
Mississippi	Department of Banking and Consumer Finance File a complaint	PO Box 12129 Jackson, MS 39236-2129	Toll Free: 800-844-2499 Phone: 601-321-6901 Fax: 601-321-6933 Email: N/A
Missouri	Division of Finance File a complaint	PO Box 716 Jefferson City, MO 65102-0716	Phone: 573-751-3242 Fax: 573-751-9192 Email: finance@dof.mo.gov
Nebraska	Department of Banking and Finance File a complaint	Financial Institutions – Complaints PO Box 95006 Lincoln, NE 68509-5006 (or private mail couriers) 1526 K Street, Suite 300 Lincoln, NE 68508-2732	Toll Free: 877-471-3445 Phone: 402-471-2171 Fax: N/A Email: N/A
Nevada	Department of Banking and Industry Division of Financial Institutions File a complaint	3300 W Sahara Ave, Suite 250 Las Vegas, NV 89102	Phone: 702-486-4120 Fax: 702-486-4563 Email: FIDMaster@fid.state.nv.us
New Hampshire	Banking Department File a complaint	53 Regional Drive, Suite 200, Concord, NH 03301	Phone: 603-271-3561 TDD Access: 800-735-2964 Fax: 603-271-1090 Email: legal@banking.nh.gov

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New Jersey	Department of Banking & Insurance File a complaint	Consumer Inquiry Response Center ("CIRC") PO Box 471 Trenton, NJ 08625-0471	Toll Free: 800-446-7467 Phone: 609-292-7272 Fax: 609-454-8468 Email: N/A
New Mexico	Regulation & Licensing Department - Financial Institutions Division File a complaint	Toney Anaya Building 2550 Cerrillos Road Santa Fe, NM 87505 (Or) PO Box 25101 Santa Fe, NM 87504-5101	Phone: 505-476-4885 Fax: 505-476-4670 Email: David.mora@state.nm.us
New York	Department of Financial Services File a complaint	One Commerce Plaza Albany, NY 12257	Toll Free: 800-342-3736 Phone: 212-480-6400 Fax: N/A Email: https://www.dfs.ny.gov/consumer/fileacomplaint.htm or https://www.dfs.ny.gov/consumer/questions.htm
North Carolina	Commissioner of Banks File a complaint	Consumer Assistance 4309 Mail Service Center, Raleigh NC 27699-4309	Toll Free: 919-733-3016 Fax: N/A Email: N/A
North Dakota	Department of Financial Institutions File a complaint	2000 Schafer Street, Suite G Bismarck, ND 58501-1204	Phone: 855-411-2372 Fax: 701-328-0290 Email: dfi@nd.gov
Ohio	Department of Commerce, Financial Institutions Division File a complaint	77 South High Street, 21st Floor Columbus, OH 43215-6120	Toll Free: 866-278-0003 Phone: 614-728-8400 Fax: 614-644-1631 Email: webdfi-oca@com.state.oh.us
Oklahoma	Banking Department File a complaint	Mick Thompson, Commissioner Oklahoma State Banking Department 2900 N Lincoln Blvd Oklahoma City, OK 73105	Phone: 405-521-2782 Fax: 405-522-2993 Email: N/A
Oregon	Division of Financial Regulation, Department of Consumer and Business Services - Division of Finance and Corporate Securities File a complaint	350 Winter St. NE, Room 410 Or mail to: PO Box 14480 Salem, OR 97309-0405	Toll Free: 866-814-9710 Fax: 503-947-7862 Email: DCBS.DFCMAIL@oregon.gov
Pennsylvania	Department of Banking and Securities File a complaint	17 N. 2nd Street, Suite 1300 Harrisburg, PA 17101	Toll Free: 800-600-0007 Fax: 717-724-6869 Email: Website link
Puerto Rico	Commissioner of Financial Institutions File a complaint	Attn: Complaints Division Office of the Commissioner of Financial Institutions PO Box 11855 San Juan, PR 00910-3855	Phone: 787-723-3131 (Luis Torres Admin Assistant – Ext: 2324) Fax: 787-723-4042 Email: N/A
Rhode Island	Department of Business Regulation – Division of Banking File a complaint	1511 Pontiac Ave, Bldg. 68-1 Cranston, RI 02920	Phone: 401-462-9503 Fax: 401-462-9536 Email: N/A

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South Carolina	Attorney General Attn: Money Services Division File a complaint	Rembert C Dennis Building 1000 Assembly Street, Room 519 Columbia, SC 29201 (or) PO Box 11549 Columbia, SC 29211-1549	Phone: 803-734-1221 Fax: N/A Email: msb@scag.gov
South Dakota	Department of Labor and Regulation -Division of Banking File a complaint	1601 N. Harrison Ave, Suite 1 Pierre, SD 57501	Phone: 605-733-3421 Fax: 866-326-7504 Email: N/A
Tennessee	Department of Financial Institutions File a complaint	Tennessee Tower 26th Floor 312 Rosa L. Parks Nashville, TN 3723	Toll Free: 800-778-4215 Fax: 615-253-7794 Email: tdfi.consumerresources@tn.gov
Texas	Department of Banking – Attention: Special Audits Division File a complaint	2601 N Lamar Blvd, Austin, TX 78705-4294	Toll Free: 877-276-5554 Fax: 512-475-1313 Email: msb@dob.texas.gov
Utah	Department of Financial Institutions File a complaint	324 South State St, Suite 201 Salt Lake City, UT 84111 (or) PO Box 146800 Salt Lake City, UT 84114-6800	Phone: 801-538-8830 (Andrea Staheli) Fax: 801-538-8894 Email: astaheli@utah.gov
Vermont	Department of Financial Regulation Attention: Banking Division – Consumer Assistance File a complaint	89 Main Street Montpelier, VT 05620-3101	Toll Free: 888-568-4547 Fax: 802-828-1477 Email: Dfr.BnkConsumer@vermony.gov
Virginia	Bureau of Financial Institutions – Attention Consumer Services and Consumer Complaint Information File a complaint	PO Box 640 Richmond, VA 23218-0640 (Or) 1300 East Main St. Suite 800 Richmond, VA 21219	Toll Free (VA Only): 800-552-7945 Phone: 804-371-9657 Fax: 804-371-9416 Email: N/A
Washington	Department of Financial Institutions – Division of Consumer Services File a complaint	PO Box 41200 Olympia, WA 98504-1200	Phone: 360-902-8703 TDD: 360-664-8126 Fax: 360-596-3868 Email: CSEnforceComplaints@dfi.wa.gov
West Virginia	Division of Financial Institutions File a complaint	900 Pennsylvania Ave, Suite 306 Charleston, WV 25302-3542	Phone: 304-558-2294 Fax: 304-558-0442 Email: N/A
Wisconsin	Department of Financial Institutions – Attention: Bureau of Consumer Affairs File a complaint	PO Box 8041 Madison, WI 53708-8041	Toll Free: 800-452-3328 Phone: 608-264-7969 Fax: 608-264-7968 Email: DFISecretary@wisconsin.gov
Wyoming	Division of Banking File a complaint	Hathaway Building, 2nd Floor 2300 Capitol Ave Cheyenne, WY 82002	Phone: 307-777-7797 Fax: 307-777-3555 Email: wyoingbankingdivision@wyo.gov