

# STATE REGULATORY COMPLAINT AGENCIES



Below is a schedule of state regulatory agency complaints departments and procedures. (Updated as of September 15, 2020.)  
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 <a href="#">File a complaint here.</a>	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><b>For Alaska Residents Only:</b> 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 &amp; Securities. Formal complaints must be in writing. <a href="#">Please download the form here.</a></p> <p>Formal complaint forms may be submitted via: 1. Fax: 907-465-1230 2. Email: msb_licensing@alaska.gov 3. Mail: Division of Banking &amp; Securities P.O. Box 100907, Juneau AK 99811-0807</p> <p>If you have questions regarding formal complaints, please call 907-465-2521.</p>		
Arizona	Department of Financial Institutions <a href="#">File a complaint here.</a>	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 <a href="#">File a complaint here.</a>	1 Commerce Way, Suite 402 Little Rock, AR 72202	Toll Free: 800-981-4429 Phone: 501-324-9260 Fax: 501-324-9268
California	Department of Business Oversight <a href="#">File a complaint here.</a>	Attn: Consumer Services 1515 K Street, Suite 200 Sacramento, CA 95814	Toll Free: 866-275-2677 Phone: 916-327-7585 Email: Ask.DBO@dbo.ca.gov
Colorado	Division of Banking <a href="#">File a complaint here.</a> <a href="#">Download the MO7 Customer Notice here.</a>	1560 Broadway, Suite 975 Denver CO 80202	Phone: 303-894-7575 Fax: 303-894-7570 Email: DORA_BankingWebsite@state.co.us
Connecticut	Department of Banking <a href="#">File a complaint here.</a>	260 Constitution Plaza Hartford, CT 06103	Toll Free: 1-800-831-7225, ext. 8170 Fax: 860-240-8178 Email: Banking.complaints@ct.gov

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Delaware	Office of the State Bank Commissioner <a href="#">File a complaint here.</a>	Complaint Department 1110 Forrest Avenue Dover, DE 19904	Toll Free: 800-464-4357 Phone: 302-739-4235 (or) 302-739-6722 Fax: 302-739-2356 Email: carole.hoffecker@delaware.gov
District of Columbia	Department of Insurance, Securities & Banking <a href="#">File a complaint here.</a>	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 <a href="#">File a complaint here.</a>	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
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 <a href="#">at this link</a> or by phone at 855-411-2372.		
Hawaii	Department of Commerce and Consumer Affairs; Division of Financial Institutions <a href="#">File a complaint here.</a>	335 Merchant Street, Room 221 Honolulu, HI 96813	Phone: 808-586-2820 Fax: 808-586-2818 Email: dfi@dcca.hawaii.gov
Idaho	Department of Finance, Securities Bureau <a href="#">File a complaint here.</a>	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	Illinois Department of Financial & Professional Regulation <a href="#">File a complaint here.</a>	320 West Washington Street, 3rd Floor Springfield, IL 62786	All Inquiries: 1-888-473-4858
Indiana	Department of Financial Institutions <a href="#">File a complaint here.</a>	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	Division of Banking <a href="#">File a complaint here.</a>	200 East Grand Ave, Suite 300 Des Moines, IA 50309	Phone: 515-281-4014 Fax: 515-281-4862
Kansas	Office of State Bank Commissioner <a href="#">File a complaint here.</a>	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 <a href="#">File a complaint here.</a>	Attn: Consumer Complaints Mayo-Underwood Building, 500 Mero Street, 2SW19, Frankfort, KY 40601	Toll Free: 800-223-2579 Phone: 502-573-3390 Fax: 502-573-0184 Email: KFI.Complaints@ky.gov
Louisiana	Office of Financial Institutions <a href="#">File a complaint here.</a>	PO Box 94095 Baton Rouge, LA 70804-9095	Toll Free: 888-525-9414 Phone: 225-925-4660 Fax: 866-341-4144 Email: Complaints@ofi.la.gov

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Maine	Bureau of Consumer Credit Protection <a href="#">File a complaint here.</a>	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	The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding Cambridge Mercantile Corp. (U.S.A.) (d/b/a Cambridge Global Payments) NMLS #988463 at: 500 North Calvert Street, Suite 402, Baltimore, Maryland 21202. Phone number: 888 784-0136. <a href="#">File a complaint here.</a>		
Massachusetts	Division of Banks <a href="#">File a complaint here.</a>	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: dobconsumer.assistance@mass.gov
Michigan	Department of Insurance and Financial Services – Office of Consumer Services <a href="#">File a complaint here.</a>	PO Box 30220 Lansing, MI 48909-7720; or 530 W. Allegan Street, 7th Floor Lansing, MI 48933	Toll Free: 877-999-6442 Phone: 517-284-8800 Fax: 517-284-8837 Email: DIFSComplaints@michigan.gov
Minnesota	Commerce Department <a href="#">File a complaint here.</a>	Online submission 85 7th Place East, Suite 280 Saint Paul, MN 55101	Phone: 651-539-1600 Email: consumer.protection@state.mn.us
Mississippi	Department of Banking and Consumer Finance <a href="#">File a complaint here.</a>	PO Box 12129 Jackson, MS 39236-2129	Toll Free: 800-844-2499 Phone: 601-321-6901 Fax: 601-321-6933
Missouri	Division of Finance <a href="#">File a complaint here.</a>	PO Box 716 Jefferson City, MO 65102-0716	Phone: 573-751-3242 Fax: 573-751-9192 Email: finance@dof.mo.gov
Montana	Division of Banking & Financial Institutions <a href="#">File a complaint here.</a> <a href="#">Click here for MD complaint information.</a>	301 South Park, Suite 316 PO Box 200546 Helena MT 59620-0546	Phone: 406-841-2932 Fax: 406-841-2930 Email: lleffler@mt.gov
Nebraska	Department of Banking and Finance <a href="#">File a complaint here.</a>	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
Nevada	Department of Banking and Industry Division of Financial Institutions <a href="#">File a complaint here.</a>	3300 W Sahara Ave, Suite 250 Las Vegas, NV 89102	Phone: 702-486-4120 Fax: 702-486-4563 Email: FIDComplaints@fid.state.nv.us
New Hampshire	Banking Department <a href="#">File a complaint here.</a>	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 <a href="#">File a complaint here.</a>	Consumer Inquiry Response Center ("CIRC") PO Box 471 Trenton, NJ 08625-0471	Toll Free: 800-446-7467 Phone: 609-292-7272 Fax: 609-777-0508 or 609-292-2431
New Mexico	Regulation & Licensing Department - Financial Institutions Division <a href="#">File a complaint here.</a>	Toney Anaya Building 2550 Cerrillos Road Santa Fe, NM 87505-5101 (Or) PO Box 25101 Santa Fe, NM 87504-5101	Phone: 505-476-4885 Fax: 505-476-4670 Email: <a href="mailto:juan.trevizo@state.nm.us">juan.trevizo@state.nm.us</a>
New York	Cambridge Mercantile Corp. (U.S.A.) (d/b/a Cambridge Global Payments) is licensed and regulated by the New York State Department of Financial Services, One State Street, New York, NY 10004. Unresolved consumer complaints may be mailed to the New York Department of Financial Services, Consumer Services Division, Consumer Assistance Unit, NY Department of Financial Services, One Commerce Plaza, Albany, NY 12257; 800-342-3736.		
North Carolina	Commissioner of Banks <a href="#">File a complaint here.</a>	Consumer Assistance 4309 Mail Service Center, Raleigh NC 27699-4309	Toll Free: 919-733-3016 Fax: 919-733-6918
North Dakota	Department of Financial Institutions <a href="#">File a complaint here.</a>	2000 Schafer Street, Suite G Bismarck, ND 58501-1204	Phone: 855-411-2372 Fax: 701-328-0290 Email: <a href="mailto:dfi@nd.gov">dfi@nd.gov</a>
Ohio	Department of Commerce, Financial Institutions Division <a href="#">File a complaint here.</a>	77 South High Street, 21st Floor Columbus, OH 43215-6120	Toll Free: 866-278-0003 Phone: 614-728-8400 Fax: 614-644-1631 Email: <a href="mailto:webdfi-oca@com.state.oh.us">webdfi-oca@com.state.oh.us</a>
Oklahoma	Banking Department <a href="#">File a complaint here.</a>	Mick Thompson, Commissioner Oklahoma State Banking Department 2900 N Lincoln Blvd Oklahoma City, OK 73105	Phone: 405-521-2782 Fax: 405-522-2993
Oregon	Division of Financial Regulation Department of Consumer and Business Services - Division of Finance and Corporate Securities <a href="#">File a complaint here.</a>	PO Box 14480 Salem, OR 97309-0405	Toll Free: 888-877-4894 Fax: 503-947-7862 Email: <a href="mailto:DCBS.DFCSMAIL@oregon.gov">DCBS.DFCSMAIL@oregon.gov</a>
Pennsylvania	Department of Banking and Securities <a href="#">File a complaint here.</a>	17 N. 2nd Street, Suite 1300 Harrisburg, PA 17101	Toll Free: 800-600-0007 or 800-722-2657 Fax: 717-724-6869
Puerto Rico	Commissioner of Financial Institutions <a href="#">File a complaint here.</a>	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
Rhode Island	Department of Business Regulation – Division of Banking <a href="#">File a complaint here.</a>	1511 Pontiac Ave, Bldg. 68-1 Cranston, RI 02920	Phone: 401-462-9503 Fax: 401-462-9536
South Carolina	Attorney General Attn: Money Services Division <a href="#">File a complaint here.</a>	Rembert C Dennis Building 1000 Assembly Street, Room 519 Columbia, SC 29201 (or) PO Box 11549 Columbia, SC 29211-1549	Phone: 803-734-1221 Email: <a href="mailto:msb@scag.gov">msb@scag.gov</a>

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South Dakota	Department of Labor and Regulation -Division of Banking <a href="#">File a complaint here.</a>	SD Division of Banking Attention: Compliance 1601 N. Harrison Ave, Suite 1 Pierre, SD 57501	Phone: 605-733-3421 Fax: 866-326-7504
Tennessee	Department of Financial Institutions <a href="#">File a complaint here.</a>	Tennessee Tower 26th Floor 312 Rosa L. Parks Nashville, TN 37243-1102	Toll Free: 800-778-4215 Fax: 615-253-7794 Email: tdfi.consumerresources@tn.gov
Texas	If you are a Texas resident and have a complaint, first contact Cambridge Mercantile Corp. (U.S.A.) (d/b/a Cambridge Global Payments). If you still have an unresolved complaint regarding Cambridge Mercantile Corp. (U.S.A.)'s money transmission activity, please direct your complaints to the Texas Department of Banking: 2601 N Lamar Blvd, Austin, TX 78705-4292, (877) 276-5554 (toll free), fax (512) 475-1288, email at consumer.complaints@dob.texas.gov, or visit their website at <a href="http://www.dob.texas.gov">www.dob.texas.gov</a> .		
Utah	Department of Financial Institutions <a href="#">File a complaint here.</a>	324 South State St, Suite 201 Salt Lake City, UT 84111 (or) PO Box 146800 Salt Lake City, UT 84114-6800	Phone: 801-538-8834 Fax: 801-538-8894 Email: complaints.dfi@utah.gov
Vermont	Department of Financial Regulation Attention: Banking Division – Consumer Assistance <a href="#">File a complaint here.</a>	89 Main Street Montpelier, VT 05620-3101	Toll Free: 888-568-4547 or 888-828-3307 Fax: 802-828-1477 Email: Dfr.BnkConsumer@vermony.gov
Virginia	Bureau of Financial Institutions Attention: Consumer Services and Consumer Complaint Information <a href="#">File a complaint here.</a>	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
Washington	Department of Financial Institutions – Division of Consumer Services <a href="#">File a complaint here.</a>	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 <a href="#">File a complaint here.</a>	900 Pennsylvania Ave, Suite 306 Charleston, WV 25302-3542	Phone: 304-558-2294 Fax: 304-558-0442
Wisconsin	Department of Financial Institutions Attention: Bureau of Consumer Affairs <a href="#">File a complaint here.</a>	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 <a href="#">File a complaint here.</a>	Hathaway Building, 2nd Floor 2300 Capitol Ave Cheyenne, WY 82002	Phone: 307-777-7797 Fax: 307-777-3555 Email: wyomingbankingdivision@wyo.gov