

State Regulatory Complaint Agencies

*Below is a schedule of state regulatory agency complaints departments and procedures. (Updated as of November 14, 2012.)
We strongly encourage you to first contact Cambridge with your complaint, so we can rectify your problem more quickly.*

State	Agency for Complaints	Address	Contacts
Alabama	Alabama Securities Commission	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	Department of Commerce, Community & Economic Development, Div. of Banking & Securities	PO Box 110807 Juneau, AK 99811-0807	Phone: 907-465-1521 Fax: 907-465-1231 Email: dbsc@commerce.state.ak.us
Arizona Complaint Form	Department of Financial Institutions	201 East Markham Street Suite 300 Little Rock, AR 72201-1692	Phone: 501-324-9260, Toll free: 800-981-4429 Fax: 501-324-9268 Email: info@securities.arkansas.gov
Arkansas Complaint Form	AR Securities Department	Heritage West Building, Suite 300, 201 East Markham Street Little Rock, AR 72201-1692	Phone: 501-324-9260, 800-981-4429 Fax: 501-324-9268 Email: info@securities.arkansas.gov
California Complaint Form	Department of Financial Institutions, Consumer Services	1810 13th Street Sacramento, CA 95811	Toll free: 800-622-0620, Phone: 415-263-8540 Fax: 415-263-8508 Email: consumer.complaint@dfi.ca.gov
Colorado Complaint Form	Department of Regulatory Agencies, Division of Banking	1560 Broadway, Suite 975 Denver CO 80202	Phone: 303-894-7575 Fax: 303-894-7570 Email: banking@dora.state.co.us
Connecticut Complaint Form	Department of Banking, Government Relations & Consumer Affairs	260 Constitution Plaza Hartford, CT 06103-1800	Phone: 860-240-8299, 800-831-7225 Fax: 860-240-8178

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State	Agency for Complaints	Address	Contacts
Delaware Complaint Form	Office of the State Bank Commissioner	555 Loockerman Street Suite 210 Dover DE 19901	Phone: 302-739-4235 Fax: 302-739-2356 Email: choffecker@state.de.us
District of Columbia Complaint Form	Department of Insurance, Securities & Banking	810 First St., NE Suite 1701 Washington DC 20002	Phone: 850-410-9800 Toll free: 800-848-3792 Fax: 850-410-9548
Florida Complaint Form	Department of Banking & Finance, MSB Section	2990 Brandywine Road Suite 200 Atlanta GA 30341-5565	Phone: 770-986-1633, Toll free: 888-986-1633 Fax: 770-986-1655 Email: dbf@dbf.state.ga.us
Georgia	Department of Financial Institutions	201 East Markham Street Suite 300 Little Rock, AR 72201-1692	Phone: 501-324-9260, Toll free: 800-981-4429 Fax: 501-324-9268 Email: info@securities.arkansas.gov
Georgia's Department of Financial Institutions instructs customers to make their complaints directly to the MSB, by certified mail, and contact the Department only if after 30 days customer has received no response.			
Hawaii Complaint Form	Department of Commerce & Consumer Affairs, Division of Financial Institutions	PO Box 2054, Honolulu, HI 96805 In person: 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	800 Park Blvd, Suite 200 Boise ID 83712	Phone: 208-332-8002 Fax: 208-332-8097 Email: finance@finance.idaho.gov

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State	Agency for Complaints	Address	Contacts
Illinois Online Form Complaint Form	Department of Financial & Professional Regulation, Division of Financial Institutions, Consumer Credit Section	Complaint Intake Unit, 100 West Randolph, Suite 9-300 Chicago IL 60601	Phone: 312-814-6910 Phone 2: 312-814-4500, Toll Free: 888-473-4858
Indiana Instructions Complaint Form	Department of Financial Institutions	30 South Meridian Street Suite 300 Indianapolis IN 46204	Phone: 317-232-3955, Toll free: 800-382-4880 Fax: 317-232-7655
Iowa	Division of Banking	200 East Grand Avenue, Suite 300 Des Moines IA 50309-1827	Phone: 515-281-4014 Fax: 515-281-4862 Email: idobcomplaints@idob.state.ia.us
Kansas	Office of the State Bank Commissioner, Attn: Complaints	700 SW Jackson Suite 300 Topeka, KS 66603	Phone: 785-296-2266 Fax: 785-296-6037 Email: complaints@osbckansas.org
Kentucky Complaint Form	Office of Financial Institutions, Attn: Mary Andrea Cubert, Consumer Complaints	1025 Capital Center Drive Suite 200 Frankfort KY 40601	Phone: 502-573-3390 x226 Toll free: 800-223-2579 x226 Fax: 502-573-0184 Email: mary.cubert@ky.gov
Louisiana Complaint Form	Office of Financial Institutions	PO Box 94095 Baton Rouge, LA 70804-9095	Phone: 225-925-4660 Toll free: 888-525-9414 Fax: 866-341-4144, 225-925-4524 Email: complaints@ofi.la.gov
Maine Complaint Form	Office of Consumer Credit Regulation	35 State House Station Augusta, ME 04333	Phone: 207-624-8527 Toll free: 800-332-8529 Fax: 207-582-7699 Email: cons.credit@maine.gov

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State	Agency for Complaints	Address	Contacts
Maryland Complaint Form	Office of the Commissioner of Financial Regulation, Consumer Services Unit	500 North Calvert Street Suite 402 Baltimore, MD 21202	Phone: 410-230-6100 Fax: 410-333-3866, 410-333-0475 Email: cfrcomplaints@dllr.state.md.us
Massachusetts	Division of Banks, Consumer Affairs & Business Regulation	1000 Washington Street, 10th Floor Boston MA 02118-6400	Phone: 617-956-1500, 617-956-1501 Fax: 617-956-1599 Email: www.mass.gov/ocabr/utility/contact-us-by-e-mail.html
We have been exempted from licensing in Massachusetts, so Division of Banks may not deal with a complaint directly, though above link will work.			
Michigan Complaint Form	Office of Financial & Insurance Regulation, Consumer Services	PO Box 30220 Lansing MI 48909-7720	Fax: 517-241-3991 Email: ofir-fin-info@michigan.gov
Minnesota Complaint Form	Department of Commerce, Division of Financial Institutions	85 7th Place East. Suite 500 St. Paul, MN 55101-2198	Phone: 651-296-2135 Fax: 651-297-1959 Email: consumer.protection@state.mn.us
Mississippi Complaint Form	Department of Banking & Consumer Finance	901 Woolfolk Buidling, Suite A, 501 N. West Street Jackson MS 39201	Phone: 601-359-1031 Toll free: 800-844-2499 Fax: 601-359-3557
Missouri Complaint Form	Division of Finance	PO Box 716 Jefferson City, MO 65102-0716	Phone: 573-751-3242 Fax: 573-751-9192 Email: complaint@dof.mo.gov
Montana Complaint Form	Division of Banking & Financial Institutions	301 South Park, Suite 316 PO Box 200546 Helena MT 59620-0546	Phone: 406-841-2918 Fax: 406-841-2930 Email: wjohnston@mt.gov

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State	Agency for Complaints	Address	Contacts
Nebraska Complaint Form	Department of Banking & Finance, Financial Institutions – Complaints	PO Box 95006 Lincoln, NE 68509-5006	Phone: 402-471-2171 Toll free: 877-471-3445
Nevada Complaint Form	Division of Financial Institutions	2785 E. Desert Inn Road Suite 180 Las Vegas, NV 89121	Phone: 702-486-4120 Fax: 702-486-4563 Email: fidmaster@fid.state.nv.us
New Hampshire Complaint Form	Banking Department	53 Regional Drive Suite 200 Concord, NH 03301	Phone: 603-271-3561 Fax: 603-271-1090 Email: legal@banking.state.nh.us
New Jersey Complaint Form	Department of Banking & Insurance	PO Box 471 Trenton NJ 08625-0471	Phone: 609-292-7272 Toll free: 800-446-7467 Fax: 609-777-0508
New Mexico Complaint Form	Regulation & Licensing Department (does not regulate our industry)	2550 Cerrillos Road, 3rd Floor Santa Fe, NM 87505	Phone: 505-476-4885 Fax: 505-476-4670
New York Complaint Form	Division of Financial Services, Consumer Assistance Unit	One Commerce Plaza Albany, NY 12257	Phone: 877-226-5697 Fax: 518-474-2188 Email: licensing@dfs.ny.gov
North Carolina Complaint Form	Commissioner of Banks	316 W. Edenton Street Raleigh NC 27603	Phone: 888-384-3811 Fax: 919-733-6918
North Dakota Complaint Form	Department of Financial Institutions	2000 Schafer Street, Suite G Bismarck ND 58501-1204	Phone: 701-328-9933 Fax: 701-328-0290 Email: dfi@nd.gov
Ohio Complaint Form	Department of Commerce, Financial Institutions Division	77 South High Street, 21st Floor Columbus OH 43215-6120	Phone: 614-728-8400 Fax: 614-466-5594

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State	Agency for Complaints	Address	Contacts
Oklahoma Complaint Form	Banking Department	2900 N. Lincoln Blvd Oklahoma City OK 73105	Phone: 405-521-2782 Fax: 405-522-2993
Oregon Complaint Form	Division of Finance and Corporate Securities	350 Winter St. NE, Room 410 Salem OR 97301-3881 or Mail to: PO Box 14480 Salem OR 97309-0405	Phone: 503-378-4140, Phone 2: 503-378-4387 Fax: 503-947-7862
Pennsylvania Complaint Form	Department of Banking, Consumer Services	17 N. Second Street, Suite 1300 Harrisburg PA 17101-2290	Phone: 717-787-1854 Fax: 717-787-8773
Puerto Rico Complaint Form	Commissioner of Financial Institutions, Attn: Complaints Division	PO Box 11855 San Juan, PR 00910-3855	Phone: 787-723-8445, Toll free: 800-981-7711 Fax: 787-723-4225 Email: querellas@ocif.gobierno.pr
Rhode Island Complaint Form	Department of Business Regulation, Banking Division	1511 Pontiac Avenue Cranston RI 02920	Phone: 401-462-9500 Fax: 401-462-9532 Email: asmith@dbr.ri.gov
South Carolina Complaint Form	Office of the Commissioner of Banking (does not regulate our industry)	1205 Pendleton Street, Suite 305 Columbia SC 29201	Phone: 803-734-2001 Fax: 803-734-2013 Email: rick.green@banking.sc.gov
South Dakota Complaint Form	Division of Banking	1601 N. Harrison Ave, Suite 1 Pierre SD 57501	Phone: 605-773-3421 Fax: 866-326-7504 Email: banking@state.sd.us
Tennessee Complaint Form	Department of Financial Institutions, Consumer Resources Division	414 Union Street, Suite 1000 Nashville, TN 37219	Phone: 800-778-4215 Fax: 615-253-7794 Email: justin.mcclinton@tn.gov

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State	Agency for Complaints	Address	Contacts
Texas Complaint Form	Department of Banking, MSBs, Special Audits Division	2601 N. Lamar Blvd Austin TX 78705-4294	Phone: 877-276-5554 Fax: 512-475-1288 Email: msb@dob.texas.gov
Utah Complaint Form	Department of Financial Institutions, 324 South State Street, Suite 201, Salt Lake City UT 84111	PO Box 146800 Salt Lake City UT 84114-6800	Phone: 801-538-8830 Fax: 801-538-8894 Email: slong@utah.gov
Vermont Complaint Form	Department of Financial Regulation, Attn: Banking Division, Consumer Assistance	89 Main Street Montpelier VT 05620-3101	Phone: 888-568-4547 Fax: 802-828-1447 Email: consumercomplaints@state.vt.us
Virginia Complaint Form	Bureau of Financial Institutions, Consumer Complaints	PO Box 640 Richmond VA 23218-0640	Phone: 804-371-9657 Fax: 804-371-9416 Email: bfquestions@scv.virginia.gov
Washington Online Form Complaint Form	Department of Financial Institutions, Consumer Services	PO Box 41200 Olympia, WA 98504-1200	Phone: 360-902-8700 Fax: 360-596-3868 Email: csenforcecomplaints@dfi.wa.gov
West Virginia Complaint Form	Division of Financial Institutions	900 Pennsylvania Avenue, Suite 306 Charleston WV 25302	Phone: 304-558-2294 Fax: 304-558-0442
Wisconsin Complaint Form	Department of Financial Institutions, Bureau of Consumer Affairs	201 W. Washington Avenue, PO Box 8041 Madison WI 53708-8041	Phone: 608-264-7969 Fax: 608-264-7968
Wyoming Complaint Form	Division of Banking, Attn: Uniform Consumer Credit Code	Herschler Building, 3 East, 122 West 25th Street Cheyenne, WY 82002	Phone: 307-777-7797 Fax: 307-777-3555 Email: marlene.aitchison@wyo.gov

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