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Each depositor insured to at least \$250,000 per insured bank

Customer Assistance Confirmation

Thank you for contacting the Federal Deposit Insurance Corporation (FDIC).

Your e-mail was received by the FDIC on March 25, 2017. The FDIC will respond to your complaint or inquiry in accordance with the following schedule:

- If the FDIC does not need to contact an FDIC-supervised bank for information to respond adequately to your question or concern, you may expect to receive a response from the FDIC within 14 calendar days.
- If the FDIC needs to contact an FDIC-supervised bank for information, you may expect to receive a response from the FDIC within 60 calendar days.

The FDIC supervises state-chartered banks that are not members of the Federal Reserve System. Questions or concerns about a financial institution that is not supervised by the FDIC, such as a bank with the words "National" or "Federal" in its name, will be forwarded to the appropriate federal regulatory agency for response. We also will provide you with contact information for that agency.

The FDIC also insures deposits in most banks and savings associations located in the United States. The FDIC protects depositors against the loss of their deposits if an FDIC-insured bank or savings association fails. If your e-mail is related to a deposit insurance question it will be answered by appropriate FDIC staff in accordance with the timelines referenced above.

You may be contacted by the FDIC for additional information if needed to respond fully to your inquiry or complaint.

As part of its supervisory responsibility, the FDIC assists consumers with complaints by informing them of their rights under federal consumer protection laws and by reviewing the bank's actions to assess whether the bank has complied with such laws. The FDIC's authority to act on your behalf is limited to the enforcement of federal banking laws and regulations for banks supervised by the FDIC.

If you have submitted a complaint regarding an FDIC-supervised bank, your complaint may be forwarded to the bank for additional information. It is FDIC's policy to fully review the available information after receiving the bank's response. While we conduct our review, you are free to try to resolve this matter by other means available to you. If you have additional questions or information concerning your complaint, you may contact the FDIC at the address provided below.

Federal Deposit Insurance Corporation
Consumer Response Center
1100 Walnut Street, Box #11
Kansas City, MO 64106
1-877-ASK-FDIC (1-877-275-3342)

Thank you for bringing this matter to our attention.

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Last Updated 07/27/2007

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