

Fair Lending Project: How to Escalate Your Case

Idaho Legal Aid Services Fair Lending Project: How to Escalate Your Case

File a Complaint against the Bank at:

https://appsec.helpwithmybank.gov/olcc_form/

When You File a Bank Complaint On-line:

Have you checked our [Get Answers](#) section for information about National Bank regulations and your rights as a bank customer?

Have you tried to resolve your complaint with your financial institution? The OCC recommends that you attempt to resolve your complaint with your financial institution first. Please contact your financial institution to allow them the opportunity to resolve your issue(s).

1. Check to make sure that your financial institution is a National Bank. [Search Financial Institutions](#). If the bank is not a National Bank, you should contact the appropriate regulator to submit your complaint.

Note: Effective July 21, 2011, the Office of Thrift Supervision became part of the Office of the Comptroller of the Currency. The OCC's Consumer Assistance Group assists national bank and federal savings association, or thrift customers; see our [OCC/OTS Integration Page](#) for more information.

2. Please select only **ONE** of the following methods to file your complaint. Do not mail, e-mail, or fax additional information unless requested.

Complete the [Online Customer Complaint Form \(Recommended\)](#). For security purposes, the form contains user time limitations. If your session exceeds the limitations, any information you have entered may be lost. To avoid this, gather all necessary information prior to entering the form. See

the section: [Learn what to include in your complaint.](#)

Print an [OCC Complaint Form \(PDF\)](#). [[En Español \(PDF\)](#)] To view PDF files, you will need [Acrobat Reader](#). For your convenience, all forms including the online version, request the same information.

Write and mail or fax a letter to the OCC.

3. Have questions? Discuss your question or concern with a customer assistance specialist.

Call the OCC Customer Assistance Group at **1-800-613-6743**.
TDD Number 713-658-0340.

4. [What can you expect from us.](#)

[Check the status of an existing case.](#)

[File an appeal.](#)

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How to File a Complaint when there is Discrimination in Lending:

If there is discriminatory lending under the Fair Housing Act based on race, religion, national origin, color, disability, sex, and or familial status, for Idaho, file a complaint with the Region X Department of Housing and Urban Development Fair Housing and Equal Opportunity Office at:

FHEO HUB Office

909 1st Ave., Ste. 205, OAE
Seattle, WA 98104

(800) 877-0246 or (206) 220-5170

TDD: (206) 220-5185

FAX: (206) 220-5447

or

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint

or you can print a form and mail it to the address above.

For More Information and or Assistance Contact:

Consumers as well as housing providers and lenders, may contact the Fair Housing/Fair Lending Legal Advice line by calling Idaho Legal Aid Services, Monday through Friday, 9:00 a.m. to 12:00 p.m., M.S.T., (208) 345-0106 in Boise calling area, or statewide toll-free 1-866-345-0106, or (TTY) 1-800-245-7573. En español llamada gratis estatal, 1-866-954-2591 o 454-2591 en la área local de llamadas en Caldwell or on the web at www.idaholegalaid.org. If you are a senior, you may also call the Idaho Senior Legal Hotline toll-free 1-866-345-0106 or 345-0106 in the Boise calling area, Monday and Tuesday 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 3:00 p.m., M.S.T. and on Wednesdays from 1:00 p.m. to 3:00 p.m. M.S.T. Visit our web site at www.idaholegalaid.org for fair lending and fair housing information and materials. E-mail the Fair Lending Advice Line at fairlending@idaholegalaid.org.



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Last updated on August 10, 2020.

[Predatory Lending Mortgages](#)

Files

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- ☐ Unclear information

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