

# CONSUMER REPORT



## INSTRUCTIONS:

Please answer all questions as completely as possible. **ATTACH ADDITIONAL SHEETS OF PAPER WHEN NECESSARY.** Provide COPIES of any documents or other materials you think may aid in the investigation of this report and **RETAIN ORIGINALS** for your own use. After completing this form, return it to:

**MICK THOMPSON, Commissioner  
Oklahoma State Banking Department  
2900 N. Lincoln Boulevard  
Oklahoma City, Oklahoma 73105**

DATE \_\_\_\_\_

**A. Information about you:**

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

TELEPHONE NUMBER ( ) \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

**B. Information about the financial institution:**

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

TELEPHONE NUMBER ( ) \_\_\_\_\_

**C. On a separate sheet(s) of paper, describe the events leading up to filing this report, using specific dates and locations whenever possible.**

**D. What response have you had from the financial institution in trying to resolve this matter on your own?**

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E. What do you desire as a fair and equitable solution to this matter?

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\_\_\_\_\_  
\_\_\_\_\_

F. Have you contacted a private attorney? \_\_\_\_\_

If so, give full name, address and telephone number: \_\_\_\_\_

\_\_\_\_\_

G. Have you filed a lawsuit with regard to this matter? \_\_\_\_\_

If so, in what county was the lawsuit filed? \_\_\_\_\_

H. Give names and address of any witnesses to the events you have described.

(1) \_\_\_\_\_

(2) \_\_\_\_\_

(3) \_\_\_\_\_

I. May a copy of this report be sent to the financial institution that is the subject of this report? \_\_\_\_\_

**Please Note: If we cannot send a copy of this report to the financial institution for response, we cannot process this report on your behalf.**

**NOTICE**

*The primary purpose of the complaint procedure is to assist consumers in obtaining a formal response from a financial institution under the jurisdiction of the Department. If the undisputed facts indicate that an institution has violated state or federal law with respect to the complaining party, the Commissioner may notify both the complaining party and the institution and recommend a resolution to the complaint.*

*Your relationship with your financial institution is ordinarily based on a contract (such as a deposit agreement or promissory note) and the contract often must be enforced by a court. The Banking Commissioner does not have jurisdiction to decide questions of fact raised by the parties to a complaint and the Commissioner does not have authority to enforce, interpret, or avoid the provisions of a contract between the parties to a complaint. The Banking Department also cannot force a financial institution to settle a private dispute with a consumer.*

*While the Banking Department may be able to provide you a description of, or citation to, applicable law, we cannot give you any binding legal opinions or act as your personal attorney. Therefore, if you desire formal legal advice, we suggest you consider contacting a private attorney to discuss your complaint in addition to filing this report.*

**I understand that the Oklahoma State Banking Department does not conduct litigation for individuals in matters which are purely private controversies. The events described in this report are as accurate as I can recall. I am filing this report for the purposes of notifying your office of the alleged activities of the financial institution, and request any assistance your office can render.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**