

News Release

THE FEDERAL RESERVE BANK *of* KANSAS CITY

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FEDERAL RESERVE CONSUMER HELP OFFERS SIMPLIFIED CONSUMER COMPLAINT PROCESS

The Federal Reserve System now offers enhanced support for handling consumer complaints about financial institutions.

Federal Reserve Consumer Help is available to assist consumers with a wide range of problems including concerns about unfair, misleading or discriminatory lending practices, as well as complaints related to consumer protection laws such as the Equal Credit Opportunity Act, the Fair Credit Reporting Act, and the Truth in Lending Act.

For more information, consumers can contact Federal Reserve Consumer Help through a variety of methods:

- Online: www.FederalReserveConsumerHelp.gov
- E-mail: ConsumerHelp@FederalReserve.gov
- Toll-free: 888-851-1920
- Toll-free text: 877-766-8533
- Fax: 877-888-2520
- Mail: Federal Reserve Consumer Help
PO Box 1200
Minneapolis, MN 55480

