

Consumer Protection Mortgage Complaint Form

Tom Miller Attorney General of Iowa Phone: 515-281-5926 Fax: 515-281-6771 888-777-4590 (toll free, outside of Des Moines)	Consumer Protection Division 1305 East Walnut Des Moines, Iowa 50319 Email: consumer@ag.iowa.gov www.iowaAttorneyGeneral.gov
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Instructions:

1. Please print or type. Answer all questions fully and correctly.
2. Please mail **copies** of all documents that may relate to your complaint claim (contracts, workout agreements, correspondence, proof of payment, etc.).
3. Return the information to the Consumer Protection Division (address above).
4. You may also file a complaint online. Be sure to include copies of all relevant documents.
5. **PLEASE NOTE: Important "Open Records" information on page 2 of this form.**

YOUR NAME AND ADDRESS:		NAME OF BANK/LENDER/BROKER COMPLAINT IS AGAINST:	
<input type="checkbox"/> Mr.	<input type="checkbox"/> Mrs.	<input type="checkbox"/> Ms.	Age:
Name:		Name:	
Address:		Address:	
City, State, Zip Code:		City:	
Primary Phone Number:		State, Zip Code:	
Email Address:		Primary Phone Number:	
		Email Address:	

Please check appropriate box if you or your spouse are an active or former duty service member or U.S. military veteran:

I am an active duty service member My spouse is an active duty service member
 I am a U.S. Veteran My spouse is a U.S. Veteran

Mortgage Loan Number(s):	Principal Balance: \$	
Due Date of Loan:	Last Paid Date:	Amount Paid: \$
Interest Rate:	<input type="checkbox"/> Adjustable <input type="checkbox"/> Fixed	
Monthly Payment Amount: \$		

Are property taxes and/or insurance included in the monthly payment? Yes No // Taxes Insurance Both

Have you contacted Iowa Mortgage Help Hotline? <input type="checkbox"/> Yes <input type="checkbox"/> No	IMS contact name:		
Have you contacted the bank/lender/broker? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you represented by an attorney? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Name:	Date Contacted:	Name:	Date Contacted:

What do you think should be done to resolve your complaint fairly?

