

Consumer Protection Bank/Credit Card/Mortgage Complaint Form

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Consumer Protection Division
1305 East Walnut
Des Moines, Iowa 50319
Email: consumer@ag.iowa.gov
www.IowaAttorneyGeneral.gov

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:			
<input type="checkbox"/> I am an active duty service member		<input type="checkbox"/> My spouse is an active duty service member	
<input type="checkbox"/> I am a U.S. Veteran		<input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> No // <input type="checkbox"/> Taxes <input type="checkbox"/> Insurance <input type="checkbox"/> 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?			

