



NEVADA DEPARTMENT OF
BUSINESS AND INDUSTRY

Credit Card Complaints
Where to File a Complaint

The Nevada Financial Institutions Division does not regulate credit card companies. If you have a problem involving your credit card, first try to resolve it directly with the store or the credit card company. If that is unsuccessful, file a complaint with the appropriate agency.

Below is a list of the federal agencies responsible for enforcing consumer credit laws for your credit card company.

Credit cards issued by state banks that are members of the Federal Reserve System

Federal Reserve Consumer Help
PO Box 1200
Minneapolis, MN 55480
888-851-1920 (Phone)
877-766-8533 (TTY)
877-888-2520 (Fax)
Email: ConsumerHelp@FederalReserve.gov
www.FederalReserveConsumerHelp.gov

Credit cards issued by banks with “national” in the name or “N.A.” after the name

Comptroller of the Currency
Customer Assistance Group
1301 McKinney Street, Suite 3450
Houston, TX 77010
1 (800) 613-6743 (toll-free)
www.occ.treas.gov

Credit cards issued by state banks that are not members of the Federal Reserve System

Federal Deposit Insurance Corporation
Consumer Response Center
2345 Grand Boulevard, Suite 100
Kansas City, MO 64108
1 (877) 275-3342 (toll-free)
www.fdic.gov



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Credit cards issued by federal savings and loan associations and federal savings banks

Office of Thrift Supervision
Consumer Programs
1700 G Street, NW, 6th Floor
Washington, DC 20552
1 (800) 842-6929 (toll-free)
www.ots.treas.gov

Credit cards associated with federal credit unions

National Credit Union Administration
Office of Public and Congressional Affairs
1775 Duke Street
Alexandria, VA 22314-3428
1 (800) 755-1030 (toll free)
(703) 518-6409 (Fax)
www.ncua.gov

Credit cards issued by finance companies or stores, and matters related to auto dealers, mortgage companies, and credit bureaus

Federal Trade Commission
Consumer Response Center - 240
600 Pennsylvania Avenue, NW
Washington, DC 20580
1 (877)-FTC-HELP (1-877-382-4357) (toll-free)
www.ftc.gov

Source: <http://www.federalreserve.gov/pubs/shop/complaints.htm>