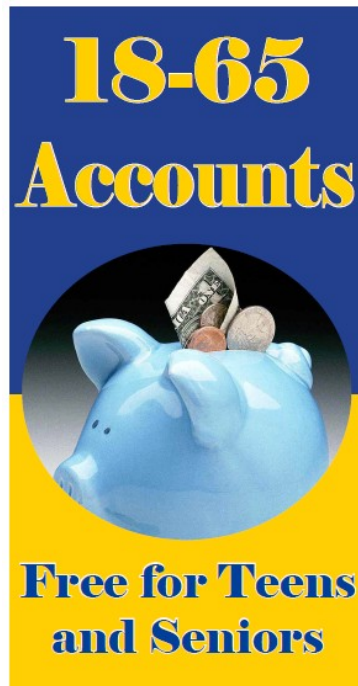


Who We Are

The Division of Banks is a regulatory agency with jurisdiction over Massachusetts state-chartered financial institutions and financial companies that have been granted authority to do business in the Commonwealth. The Division oversees and can assist in resolving consumer questions and complaints related to:

- State-chartered banks
- State-chartered credit unions
- Mortgage Brokers and Lenders
- Mortgage Loan Originators
- Mortgage and Loan Servicers
- Check Cashers
- Check and Money Order Sellers
- Debt Collectors
- Foreign Transmittal Agencies
- Finance Companies
- Automated Teller Machines (ATM)

SAVE MONEY! BANK ON IT



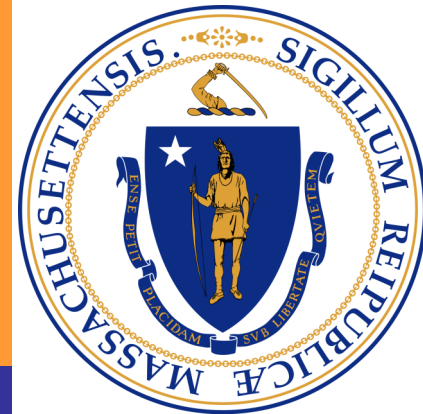
**america
saves
week**

**The Commonwealth
of Massachusetts
Division of Banks**

www.mass.gov/dob

**The Commonwealth
of Massachusetts**

Division of Banks



www.mass.gov/dob

Consumer Assistance

DIVISION OF BANKS

We Can Help

Do you have a question or need assistance in contacting or resolving an issue with a state-chartered bank or credit union, or a licensed financial company?

Contact our Consumer Assistance Unit

Telephone

(617) 956-1501

(800) 495-2265 (toll free inside MA)

Website

www.mass.gov/dob

Review the resources at:

"Consumer Financial Services"

Send an e-mail through the web form:

"File a Consumer Complaint"

Mail

Consumer Assistance Unit

Massachusetts Division of Banks

1000 Washington Street, 10th Floor

Boston, MA 02118

Fax

(617) 368-2700

Foreclosure Assistance

If you are facing immediate foreclosure and an auction date has been set, contact the Division's Consumer Assistance Unit to request a possible delay.

(617) 956-1501



If you are currently having, or anticipate having difficulty making the payments on your mortgage, or have recently received a foreclosure notice, you are urged to contact



NeighborWorks' HOPE Hotline at:

www.995hope.org

(888) 995-HOPE (4673)

The Attorney General's Office runs a statewide foreclosure prevention and borrower support initiative:



Helpful Resources



Consumer Financial
Protection Bureau

www.consumerfinance.gov

(855) 411-2372



National Credit Union
Administration

www.mycreditunion.gov

(800) 755-1030

Mass.Gov



Office of Consumer Affairs

www.mass.gov/oca

(617) 973-8787

Division of Insurance

www.mass.gov/doi

(617) 521-7794

Unclaimed Property

www.mass.gov/treasury

(617) 367-0400