

STATE WHAT YOU WOULD LIKE THE BUSINESS TO DO to resolve your complaint.

May we send a copy of this complaint to the company?

Yes No

By completing and signing this form, you are authorizing the Bureau of Consumer Credit Protection to act on your behalf to communicate with your creditors or other businesses, obtain documents from those businesses and take all appropriate steps to respond to your complaint.

Signature _____ Date _____

Please check all that apply:

- supporting documents attached
- supporting documents faxed
- supporting documents being sent by mail
- No supporting documents

FOR COMPLAINTS INVOLVING DISPUTES WITH CREDIT REPORTS:

If your complaint relates to a credit report, do you give our office permission to receive a copy of your credit report?

Yes No

If yes, please enter your date of birth ____/____/____, and Social Security Number _____-_____-_____.

WHAT YOU SHOULD KNOW ABOUT THIS COMPLAINT PROCESS:

We cannot process your complaint unless you first have contacted the business and tried to resolve it on your own.

1. We will assign a complaint number and send you an acknowledgement that contains your complaint number.
2. If you have given us permission to provide your complaint to the company involved, we will mail a copy of your complaint to the company give them a certain number of day to respond to us in writing.
3. Most complaints are resolved within 30-45 days.
4. We are a law enforcement agency. We can require that companies comply with the law. We cannot act as your attorney or pursue civil damages on your behalf.
5. It is important that your complaint be complete and accurate. **If the complaint involves invoices, contracts or collection letters, please provide copies to us.**

You may reach by the following means:

Phone: (207) 624-8527 or toll free in Maine 1-800-332-8529

Fax: (207) 582-7699

Email: Cons.Credit@maine.gov

Regular mail: Bureau of Consumer Credit Protection, 35 State House Station, Augusta, ME 04333

Overnight/ Express Mail (Other than US Mail): Bureau of Consumer Credit Protection, 122 Northern Avenue, Gardiner, ME 04345