

CONSUMER CORNER

Site Answers Questions For Banking Customers

(NAPSA)—There's good news for people who want help answering questions or voicing concerns about their bank. A new Web site is dedicated to assisting consumers.

While targeted to national bank customers, HelpWithMyBank.gov answers many questions common to all banking consumers, helps consumers identify who regulates their financial institution, and provides useful information about contacting regulators of institutions other than national banks.

The site presents information in straightforward, easy-to-use terms in a simple question-and-answer format. Topics include credit cards, interest rates, check cashing, late payments, mortgages and others.

A project of the Office of the Comptroller of the Currency (OCC), it also provides guidance on how bank customers who need additional assistance can contact the OCC's Customer Assistance Group, what to include in their complaint, and what they should expect.

The content on the site is based on the thousands of calls made to the OCC's Customer Assistance Group each year. According to Comptroller of the Currency John C. Dugan, "Our goal was to build a site that makes it easier for people to get answers and submit concerns about their bank, because we are committed to ensur-

The screenshot shows the top of the HelpWithMyBank.gov website. At the top left is the logo for the Comptroller of the Currency, Administrator of National Banks, with the text "US Department of the Treasury" below it. To the right are navigation links: "About the OCC", "Contact Us", "History", "Search", and a "GO" button. Below this is a banner image of a man and a woman talking, with the text "Answers & Solutions for Customers of National Banks" and "Want help with a question or concern about a National Bank?" and a "Start Here" button. Below the banner is a "Get Answers" section with a search bar and a "HelpWithMyBank.gov helps you find answers to your National Banking questions. Use the check-out keywords below to locate the category that interests you, or use the search window located at the top right corner of every page. Visit here to help!" Below this are four columns of links: "Bank Accounts" (Account Errors, Cashier's Checks, Fraud/Forgery, Funds Availability, Overdrafts, More...), "Loans/Credit Cards" (Denial of Credit, Interest Rates, Late Payments, Lost/Stolen Card, Mortgage Lapses), "Insurance" (Credit Life Insurance, Flood Insurance, General Property Insurance, Private Mortgage Insurance, More...), "Other Topics" (Can the OCC Help?, Credit Report, Identity Theft, Other Government Agencies, Safe Deposit Box, More...), "FAQ Guide" (See the most popular FAQs, Review the complete index of FAQ topics, Suggest a new FAQ), and "Need More Help?" (Contact the Customer Assistance Group for further assistance or guidance on filing a complaint, Consumer Advisories, 03/29/2007 Consumer Alert - Solicitations Regarding Certain Mortgage Programs, Sign up for Consumer Advisories via Email, and a "More >>" link).

A new Web site has been created that's dedicated to providing answers and assistance to National Bank customers.

ing fair access to financial services and equal treatment for national bank customers."

Said Dugan, "The OCC will continue to enhance HelpWithMyBank.gov with information and features. It is my hope that we can work with other financial regulators to expand this effort to customers of all financial institutions."

The OCC charters, regulates and supervises all national banks. It also supervises the federal branches and agencies of foreign banks. Its Customer Assistance Group was created to answer questions, offer guidance, and assist consumers in resolving complaints about national banks and their subsidiaries.

To learn more, visit www.helpwithmybank.gov or call (800) 613-6743, Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Time.