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STATE OF COLORADO
DEPARTMENT OF LAW

REFERRAL AGENCIES

These Colorado and national referral agencies and organizations may be of assistance.

Attorney Collection Practices: Contact the Colorado Supreme Court - Office of Attorney Regulation Council, 1300 Broadway, Suite 500, Denver, CO 80203, (303) 457-5800 or (877) 888-1370, www.coloradosupremecourt.com.

Business Disputes and Business Reviews: Contact the Better Business Bureau (BBB) in your area. If local, contact the Denver BBB, 3801 E. Florida Avenue, Suite 350, Denver, CO 80210, (303) 758-2100 or visit their website (www.bbb.org) to find your local BBB and/or file a complaint.

Consumer Financial Protection Bureau (CFPB): This federal agency investigates consumer complaints concerning banks, credit cards, payday loans, student loans, auto loans, credit reporting and mortgages. Contact the CFPB at (855) 411-CFPB (2372) or visit their website (www.consumerfinance.gov) for further information and/or to file a complaint.

Credit Cards: Search for the bank on the Federal Financial Institutions Examination Council (FFIEC) website (www.ffiec.gov/consumercenter) to obtain the bank's primary federal or state regulating entity (this will depend on whether it is a national bank or a state-chartered bank).

For national banks, contact the Office of the Comptroller of the Currency - Customer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, TX 77010-9050, (800) 613-6743, www.occ.treas.gov.

For state banks, contact the Bank Commissioner or the Attorney General in the state that issued the credit card.

Credit Reporting: Contact the Consumer Financial Credit Bureau (CFCB) if you are unable to resolve the issue(s) directly with the credit-reporting agency. You may submit your complaint to the CFCB via their website: www.consumerfinance.gov/complaint.

Federal Credit Unions: Contact the National Credit Union Administration (NCUA) Region 4 – Austin, 4807 Spicewood Springs Road, Suite 5200, Austin, TX 78759-8490, (512) 342-5600, www.ncua.gov.

Foreclosures: Contact the Colorado Foreclosure Hotline at (877) 601-HOPE (4673) or visit their website: www.coloradoforeclosurehotline.org.

Identity Theft: Information is available on the Colorado Attorney General's website: www.stopfraudcolorado.gov/identity-theft. You should also contact your local police department and the Federal Trade Commission (FTC) at (877) 438-4338 or visit their website: www.identitytheft.gov.

Legal Rights and Legal Assistance: Contact Colorado Legal Services, 1905 Sherman Street, Suite 400, Denver, 80203, (303) 837-1313, www.coloradolegalservices.org.

Legal Services to persons on limited incomes: Contact Metro Volunteer Lawyers – a Denver Bar Association organization, 1905 Sherman Street, Suite 400, Denver, CO 80203, (303) 837-1313, www.denbar.org/mvl. Fees will be based on your income. Call for an initial consultation and information about the consultation fee and fees for additional services.

Mortgage Broker Complaints: Contact the Colorado Division of Real Estate – Mortgage Broker Complaint Department, 1560 Broadway, Suite 925, Denver, CO 80202, (303) 894-2166 or (800) 866-7675, www.colorado.gov/dora/real-estate.

Mortgage Lender Complaints: Contact the Colorado Mortgage Lenders Association, 4380 S. Syracuse Street, Suite 315, Denver, CO 80237, (303) 773-8746, www.cmla.com/consumer-information.

National Banks, Federal Savings Banks, Thrifts, and Savings and Loans: Contact the Office of the Comptroller of Currency, Customer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, TX 77010, (800) 613-6743, www.occ.treas.gov.

Seniors: For help with medical insurance and/or other benefits, contact the Colorado Department of Human Services (CDHS) - Aging and Adult Services in order to get a referral to the appropriate agency in your area. Contact Aging and Adult Services at (303) 866-2800 or visit their website: www.colorado.gov/cdhs/support-services. To report financial fraud against seniors, contact the American Association of Retired People (AARP) at (800) 222-4444, option 2 or visit their website: www.aarp.org/elderwatch.

Small Claims Court – Disputes under \$7,500: You must file your claim in the appropriate county court. There may be a filing fee, but a lawyer is not required. Contact the appropriate county for further information. To locate the appropriate county court, visit the Colorado Judicial Branch website: www.courts.state.co.us/Courts/County.

State Chartered Banks: Contact the Colorado Division of Banking, 1560 Broadway, Suite 975, Denver, CO 80202, (303) 894-7575, www.colorado.gov/dora/banking and the Federal Deposit Insurance Corporation (FDIC) at (877), www.fdic.gov.

State Credit Unions and Savings and Loans: Contact the Colorado Division of Financial Services, 1560 Broadway, Suite 950, Denver, CO 80202, (303) 894-2336, www.colorado.gov/dora/financial-services.