



Department of Consumer and Business Services
Division of Financial Regulation – 2
P.O. Box 14480, Salem, OR 97309-0405
Telephone 888-877-4894 (toll-free), Fax: 503-378-4351
Email: DFR.bankingproducthelp@dcbs.oregon.gov
Website: dfr.oregon.gov

Consumer complaint student loan servicer

How do I submit a complaint?

You can submit a complaint in one of three ways:

1. File a complaint using this form.
2. Download, complete, and email to DFR.bankingproducthelp@dcbs.oregon.gov.
3. File a complaint through mail or fax:
 - Mail your completed complaint to P.O. Box 14480 Salem, OR 97309-0405.
 - Fax your completed complaint to 503-378-4351.

Your information

First name: _____ Middle initial: _____ Last name: _____

Mailing address: _____

City: _____ State: _____ ZIP: _____

Home phone: _____ Work phone: _____ Cell phone: _____

Email: _____

What is the best way to contact you? Phone Mail Email

When is the best time to contact you? Morning Afternoon Evening

How did you hear about us? Social media School Department of Justice Radio TV

Other: _____

Age (for statistical purposes)

Younger than 25 25-34 35-44 45-54 55-64 65+

Servicer that is the subject of your complaint

Name of servicer: _____

Street address: _____

City: _____ State: _____ ZIP: _____

Phone number (format: XXX-XXX-XXXX): _____



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Type of account(s):

Student loan Other: _____

Have you tried to resolve your complaint directly with this company? Yes No

If yes, list the most recent name and date of contact:

Name: _____ Date: _____

Have you filed a complaint or contacted another government agency? Yes No

If yes, provide agency name and case number:

Agency name: _____ Case number: _____

Have you retained an attorney?

If yes, provide attorney's name and if litigation is pending:

Attorney's name: _____

Litigation pending: Yes No

Complaint information

What college or university did you attend? _____

Did you graduate? Yes No

What is your date of birth and/or the last four digits of your Social Security number?

Are your loans federal, private, or both? Private Federal Both Unknown

Do you work for a nonprofit or governmental institution? Yes No

Submit supporting documents by email to DFR.bankingproducthelp@dcbs.oregon.gov or fax to 503-378-4351.

Describe your complaint, including any names, phone numbers, and a full description of the problem.

Be as brief and complete as possible to make the explanation clear. For security reasons, do not include your personal account information.

** We share information provided with the company or person as we attempt to resolve your complaint. If you do not want certain information shared with them, please indicate that as well.



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Desired resolution

What action by the company or person would resolve this matter to your satisfaction?

Please be advised that this complaint will become part of our permanent records. Consumer complaints may be released to the business or person about whom you are complaining, or other agencies attempting to establish ongoing patterns of practices that violate Oregon’s Unlawful Trade Practices Act. This form is also subject to Oregon’s public records law, and a version with personal identifying information redacted may be disclosed to people who request to review its contents.



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