



*(The Citizen Complaint Act of 1997, California Government Code Sections 8330-8332, requires that all state agencies provide a method or form on the Internet through which individuals can register complaints or comments relating to the performance of that department/agency.)*

**PLEASE NOTE: This form is for comments pertaining to the Department of Financial Protection And Innovation (DFPI) performance only. Complaints or comments regarding DFPI licensees and financial services licensees should be filed through this link:**

<http://www.dfpi.ca.gov/file-a-complaint/>

**or by calling 1-866-275-2677.**

**The Department respectfully requests the information in this form to register and respond to your comment or complaint about DFPI performance. Thank you for your feedback.**

(Please print or type)

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

Business Phone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

Your prior contact with the DFPI was by (check all that apply):

Phone

In person

In writing

E-mail

Other (please specify) \_\_\_\_\_

**COMMENTS OR COMPLAINTS REGARDING DFPI PERFORMANCE**

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Please describe your comment or complaint about the Department of Financial Protection and Innovation in detail. Give the date, the name of the person, if applicable, that was involved and any information (i.e., where, what, how) that will help us respond to or resolve your comment or complaint.

Please send your completed form to [ombuds@dfpi.ca.gov](mailto:ombuds@dfpi.ca.gov) or mail to:

California Department of Financial Protection and Innovation  
651 Bannon Street, Suite 300  
Sacramento, CA 95811  
ATTN: DFPI Ombudsman.

Once the comment or complaint is received, it will be reviewed and you may be contacted for further information.

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**DFPI's Privacy Notice on Collection**

**DFPI Collects and Uses Personal Information:** The DFPI collects the information requested on this form as authorized by Government Code section 8330, et seq. The DFPI uses this information to respond to comments pertaining to DFPI's performance. Use of the personal Information DFPI collects is subject to limitations contained in the Information Practices Act of 1977 and other applicable state and federal laws.

**Providing Personal Information Is Voluntary:** You do not have to provide the personal information requested. If you do not want to provide personal information, such as your name, home address or home telephone number, you may remain anonymous. However, we may not be able to contact you or help resolve your issue.

**DFPI May Disclose Your Personal Information:** We may share your personal information with other state departments. Your personal information may also be disclosed:

- In response to a Public Records Act request, as allowed by the Information Practices Act.
- To another governmental agency as required by state or federal law.
- In response to a court order or administrative order, a subpoena or a search warrant.

**Your Access to Your Personal Information:** You may review the records maintained by DFPI that contain your personal information. To request access, contact:

DFPI Privacy Officer  
651 Bannon Street, Suite 300  
Sacramento, CA 95811  
(866) 275-2677