

DATE: November 23, 2007

SUBJECT: Federal Reserve announces centralized resource for consumers experiencing problems with banks or other financial institutions.

HIGHLIGHTS: Help for consumers who experience a problem with a bank or other financial institution is just a click, or a phone call, away. *Federal Reserve Consumer Help* is a new centralized resource that consolidates and streamlines the Federal Reserve's consumer complaint and inquiry program. Helpful customer service professionals are available to answer questions and assist with a wide range of issues relating to financial products and services and consumer protection laws.

**DOCUMENT
LOCATION:**

<http://www.federalreserve.gov/newsevents/press/other/20071119a.htm>

**FURTHER
INFORMATION:**

Timothy A. Bosch, Vice President
Banking Supervision and Regulation Department
(314) 444-8440, or 1-800-333-0810, ext. 448440