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.


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