



STATE OF WASHINGTON  
DEPARTMENT OF FINANCIAL INSTITUTIONS  
DIVISION OF CONSUMER SERVICES

P.O. Box 41200 • Olympia, Washington 98504-1200  
Telephone (360) 902-8703 • TDD (360) 664-8126 • FAX (360) 596-3868 • <http://www.dfi.wa.gov/cs>

## Payday Loan Complaint

You can often resolve an issue by contacting the company directly. If you haven't contacted the company about your concerns, please do so before filing a complaint. If you're still not satisfied with the result, please fill out this form to file a complaint.

We will confirm receipt of your complaint. We will also notify you when the complaint is resolved.

### Public records disclosure

Your complaint is a public record under the Washington State Public Records Act ([RCW 42.56](#)). Your complaint may be released if someone requests it. **If you provide identifying information in your complaint, your complaint is not anonymous.**

We may release your identifying information (including your name and contact information). You can choose to have your identifying information removed. Please note that this does not stop the release of your information as part of a court case or subpoena.

- Do not release my identifying information in response to a request for public records  
 It's OK to release my identifying information in response to a request for public records

### Your information

Full name(s): \_\_\_\_\_

Mailing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Residence address (please tell us where you live if it's different than where you get your mail): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

**How should we send you updates about your complaint?**

- Email
- US Mail

**Are you on active duty in the armed forces, or a dependent of someone who is?**

- Yes
- No

**Are you submitting this complaint for someone else?**

- Yes
- No

**If you are submitting this complaint for someone else, do you have that person's permission to communicate with us about their complaint?** *We'll need that person's written, signed permission to communicate with you about the complaint.*

- Yes
- No

**If you are not a party to the transaction described in the complaint, what is your involvement?**

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**Do you have an attorney?**

- Yes
- No

**Would you like us to send correspondence about your complaint to your attorney?** *If you choose yes, we will communicate with you through your attorney, rather than with you directly.*

- Yes
- No

**Attorney's name:** \_\_\_\_\_

**Name of law firm:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**If you want us to contact your attorney, how should we contact them?**

- Email
- US Mail

**Who was involved?**

**Against whom are you filing a complaint?**

**Company name:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Company telephone numbers:** \_\_\_\_\_

**Company email:** \_\_\_\_\_ **Company website:** \_\_\_\_\_

**Whom did you contact?** \_\_\_\_\_

**Did you apply for the loan online?**

- Yes
- No

**What happened?**

**Tell us what happened. *Please be as detailed as you can.***

Continued from previous page.

Amount of loan before fees: \_\_\_\_\_

Was the loan over \$700?

- Yes
- No

Can you give us copies of documents or correspondence relevant to your complaint? *If yes, please enclose copies with your complaint.*

- Yes
- No

Have you filed a complaint with another government agency?

- Yes
- No

How did you hear about DFI? \_\_\_\_\_

### Declaration

By signing my name below, I declare, under penalty of perjury under the laws of the State of Washington that the information contained in this complaint is true and accurate and the information may be used to further investigate the complaint.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature