



NEWS RELEASE

FOR IMMEDIATE RELEASE

PR-59-86 (4-30-86)

FDIC CONSUMER HOTLINE SERVICE EXPANDED

The Federal Deposit Insurance Corporation telephone hotline to assist consumers has been expanded to include the states of Alaska and Hawaii and has a new local Washington, D.C., number.

The FDIC maintains a toll-free Consumer Telephone Hotline to allow the public to ask questions or present views and complaints about consumer protection or civil rights matters involving FDIC-supervised banks. These consist of about 8,800 state-chartered banks that are not members of the Federal Reserve System.

The toll-free number is (800) 424-5488. It is in daily service, Monday through Friday, from 9:00 a.m. to 4:00 p.m., Eastern Time. In the Washington, D.C., area the new consumer information number is (202) 898-3536. The toll-free number also reaches a telecommunication device for the deaf (TDD) and the device can be reached in the Washington area by calling (202) 898-3537.

Individuals having questions about national banks or federally-insured savings and loan associations should contact the Comptroller of the Currency or the Federal Home Loan Bank Board, respectively. Questions regarding banks that belong to the Federal Reserve System should be directed to the appropriate Federal Reserve District or Branch Bank.

The FDIC service is designed to help consumers learn what their rights are and to broaden their general knowledge of banking. The consumer hotline helps the FDIC to evaluate its administration of the consumer protection statutes and to be responsive to the general public. Banks also benefit because the hotline helps forestall disputes stemming from customer confusion or misunderstanding of proper banking practices.

- more -

The FDIC advises persons having individual problems or questions involving specific banks to first contact senior bank managers to resolve any problem before contacting the appropriate FDIC Regional Office listed below.

###

Federal Deposit Insurance Corporation Regional Offices

ATLANTA REGIONAL OFFICE
Edwin B. Burr
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
Marquis One Building, Suite 1200
245 Peachtree Center Avenue, N.E.
Atlanta, GA 30303

(404) 525-0308
Alabama, Florida
Georgia
North Carolina
South Carolina
Virginia

KANSAS CITY REGIONAL OFFICE
Charles E. Thacker
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
2345 Grand Avenue, Suite 1500
Kansas City, MO 64108

(816) 374-2851
Iowa
Kansas
Missouri
Nebraska

BOSTON REGIONAL OFFICE
Jesse G. Snyder
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
60 State Street, 17th Floor
Boston, MA 02109

(617) 223-6420
Connecticut, Maine
Massachusetts
New Hampshire
Rhode Island, Vermont

MEMPHIS REGIONAL OFFICE
Bill C. Houston
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
1 Commerce Square, Suite 1800
Memphis, TN 38103

(901) 521-3872
Arkansas
Louisiana
Mississippi
Tennessee

CHICAGO REGIONAL OFFICE
Paul G. Fritts
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
30 S. Wacker Drive, Suite 3100
Chicago, IL 60606

(312) 207-0210
Illinois
Indiana
Wisconsin

MINNEAPOLIS REGIONAL OFFICE
Walter Thompson
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
730 Second Avenue South, Suite 266
Minneapolis, MN 55402

(612) 340-0746
Minnesota,
North Dakota
South Dakota

COLUMBUS REGIONAL OFFICE
Paul M. Rooney
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
1 Nationwide Plaza, Suite 2600
Columbus, OH 43215

(614) 469-7301
Kentucky
Michigan
Ohio
West Virginia

NEW YORK REGIONAL OFFICE
Edward T. Lutz
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
452 Fifth Avenue, 21st Floor
New York, NY 10018

(212) 704-1200
Delaware, District of
Columbia, Maryland
New Jersey, New York
Pennsylvania
Puerto Rico
Virgin Islands

DALLAS REGIONAL OFFICE
Kenneth L. Walker
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
1910 Pacific Avenue, Suite 1900
Dallas, TX 75201

(214) 220-3342
Colorado
New Mexico
Oklahoma
Texas

SAN FRANCISCO REGIONAL OFFICE
Anthony S. Scalzi
Regional Director - Bank Supervision
Federal Deposit Insurance Corporation
25 Ecker Street, Suite 2300
San Francisco, CA 94105

(415) 546-0160
Alaska, Arizona
California, Guam
Hawaii, Idaho, Montana
Nevada, Oregon, Utah,
Washington, Wyoming