

Subpart A—Consumer Complaints

AUTHORITY: Sec. 18(f), Federal Trade Commission Act, as amended by Pub. L. 93-637.

§ 227.1 Definitions.

For the purposes of this part,¹ unless the context indicates otherwise, the following definitions apply:

(a) *Board* means the Board of Governors of the Federal Reserve System.

(b) *Consumer complaint* means an allegation by or on behalf of an individual, group of individuals, or other entity that a particular act or practice of a State member bank is unfair or deceptive, or in violation of a regulation issued by the Board pursuant to a Federal statute, or in violation of any other Act or regulation under which the bank must operate.

(c) *State member bank* means a bank that is chartered by a State and is a member of the Federal Reserve System.

(d) Unless the context indicates otherwise, *bank* shall be construed to mean a *State member bank*, and *complaint* to mean a *consumer complaint*.

[Reg. AA, 41 FR 44362, Oct. 8, 1976]

§ 227.2 Consumer complaint procedure.

(a) *Submission of complaints.* (1) Any consumer having a complaint regarding a State member bank is invited to submit it to the Federal Reserve System. The complaint should be submitted in writing, if possible, and should include the following information:

(i) A description of the act or practice that is thought to be unfair or deceptive, or in violation of existing law or regulation, including all relevant facts;

(ii) The name and address of the bank that is the subject of the complaint; and

(iii) The name and address of the complainant.

(2) Consumer complaints should be made to:

(i) The Director, Division of Consumer Affairs, Board of Governors of

the Federal Reserve System, Washington, DC 20551; or

(ii) The Federal Reserve Bank of the District in which the bank is located. The addresses of the Federal Reserve Banks are as follows:

Federal Reserve Bank of Boston, 30 Pearl Street, Boston, MA 02106.

Federal Reserve Bank of New York, 33 Liberty Street, New York, NY 10045.

Federal Reserve Bank of Philadelphia, 100 North 6th Street, Philadelphia, PA 19105.

Federal Reserve Bank of Cleveland, 1455 East Sixth Street, Cleveland, OH 44101.

Federal Reserve Bank of Richmond, 100 North Ninth Street, Richmond, VA 23261.

Federal Reserve Bank of Chicago, 230 South La Salle Street, Chicago, IL 60690.

Federal Reserve Bank of St. Louis, 411 Locust Street, St. Louis, MO 63166.

Federal Reserve Bank of Minneapolis, 250 Marquette Street, Minneapolis, MN 55480.

Federal Reserve Bank of Kansas City, 925 Grand Avenue, Kansas City, MO 64198.

Federal Reserve Bank of Dallas, 400 South Akard Street, Dallas, TX 75222.

Federal Reserve Bank of Atlanta, 104 Marietta Street NW., Atlanta, GA 30303.

Federal Reserve Bank of San Francisco, 400 Sansome Street, San Francisco, CA 94120.

(b) *Response to complaints.* Within 15 business days of receipt of a written complaint by the Board or a Federal Reserve Bank, a substantive response or an acknowledgment setting a reasonable time for a substantive response will be sent to the individual making the complaint.

(c) *Referrals to other agencies.* Complaints received by the Board or a Federal Reserve Bank regarding an act or practice of an institution other than a State member bank will be forwarded to the Federal agency having jurisdiction over that institution.

[Reg. AA, 41 FR 44362, Oct. 8, 1976, as amended at 42 FR 2950, Jan. 14, 1977]

Subpart B—Credit Practices Rule

AUTHORITY: 15 U.S.C. 57a.

SOURCE: Reg. AA, 50 FR 16697, Apr. 29, 1985, unless otherwise noted.

§ 227.11 Authority, purpose, and scope.

(a) *Authority.* This subpart is issued by the Board under section 18(f) of the Federal Trade Commission Act, 15 U.S.C. 57a(f) (section 202(a) of the Magnuson-Moss Warranty—Federal Trade

¹The words *this part*, as used herein, mean title 12, chapter II, part 227 of the Code of Federal Regulations, cited as 12 CFR part 227 and designated as Regulation AA.