



STATE OF WISCONSIN
DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF BANKING
MORTGAGE BANKING SECTION

The Mortgage Banking Section investigates complaints relating to alleged violations of state statutes and, in some cases, federal law. Reporting problems quickly to the Division provides a better chance of resolving them.

COMPLETING THE COMPLAINT FORM

After answering all relevant questions on the complaint form, please summarize your concerns in a chronological manner using the following guidelines:

1. Tell us what happened. Start from the beginning and describe the events as they occurred. Be specific as to what was said and who said it. Indicate whether or not any promises made to you were put in writing.
2. Describe the specific incident as it happened to you. We cannot investigate general allegations you believe a business or individual may be conducting.
3. Provide documentation that pertains to your complaint, such as a copy of the mortgage broker agreement or contract, good faith estimate, HUD-1 settlement statement, mortgage note, cancelled checks, falsified documents or any other paperwork you believe would substantiate your case.

The Department of Financial Institutions is responsible for licensing and regulating Mortgage Bankers, Mortgage Brokers and Loan Originators. This Department cannot offer legal advice or represent you in a private legal action. As we cannot act as a court of law, we may not be able to require that fees be refunded, contracts be canceled, damages be awarded, etc. If you have this type of concern, you may want to seek the advice of private legal counsel.

If you have questions regarding the complaint form or our complaint process, you may call the Mortgage Banking Section at 608-261-7578.