



Report of Unlicensed Activity Complaint Form

Instructions and check list

Important note: If you have already done business with, or have been a victim of an unlicensed financial institution or enterprise, please file a [formal complaint](#).

If you believe an unlicensed financial institution or enterprise or an individual is conducting business in Arizona in violation of state statute, and you have supporting documentation, please complete the following complaint form and send it with your documentation to:

Arizona Department of Financial Institutions
Consumer Affairs Division
2910 N. 44th Street, Suite 310
Phoenix, AZ 85018
E-mail: consumeraffairs@azdfi.gov
Facsimile: 602-381-1225

Instructions:

- Type directly on the complaint form below and save it to your computer or print the form and fill it out in black ink.
- A copy of this complaint may be provided to the person or company you are complaining against.
- Explain the problem in detail; include all important information, such as dates, places, contracts, letters, advertisements, sales slips or other documents that may support your complaint. Attach an additional sheet to explain the problem, if necessary. Keep all original supporting documents for your files.
- Please complete the complaint form and return it to our office. Our ability to resolve unlicensed activity will depend upon the information, thorough statements and evidence that you provide.
- If you choose to fill this form out anonymously, type the word "Anonymous" in the "Your Information" section. Keep in mind, if you choose to complain anonymously, you may be unable to receive information on the outcome of your complaint.

Check List:

- Review [look-up a licensee](#) to make sure the financial institution or enterprise does not have a license to operate in Arizona. If you still are not sure if the company in question is unlicensed, please call 602-771-2800 option #3 to talk to a Consumer Affairs examiner.
- Complete the complaint form below.
- If you are sending the complaint through U.S. mail, make two copies of all supporting documents and include the original complaint form. Keep a copy of the complaint form for your records. Keep all original supporting documentation.
- If you are sending the complaint through e-mail, save the completed form and e-mail it to consumeraffairs@azdfi.gov along with your supporting documentation.
- If you have confidential information, you may submit your complaint by e-mail through AZDFI confidential e-mail (Zix Mail). All you need is an e-mail address, passcode and follow these [instructions](#) to create a secured e-mail account and submit your complaint. You do not need to fill out the Electronic Submission Form, but you must choose the "Financial Services" drop down when you send in your complaint.
- If you are sending the complaint through facsimile, save the completed complaint form and fax it to 602-381-1225, attention: Consumer Affairs Division, along with your supporting documentation.

COMPLAINT FORM – ENGLISH

COMPLAINT FORM - EN ESPAÑOL