

110TH CONGRESS
2D SESSION

H. R. 4332

IN THE SENATE OF THE UNITED STATES

APRIL 30, 2008

Received; read twice and referred to the Committee on Banking, Housing, and
Urban Affairs

AN ACT

To amend the Federal Financial Institutions Examination Council Act to require the Council to establish a single telephone number that consumers with complaints or inquiries could call and be routed to the appropriate Federal banking agency or State bank supervisor, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Financial Consumer
5 Hotline Act of 2007”.

6 **SEC. 2. CENTRALIZED INTAKE OF CONSUMER COMPLAINTS**
7 **AND INQUIRIES MADE TO FEDERAL FINAN-**
8 **CIAL INSTITUTION REGULATORY AGENCIES.**

9 The Federal Financial Institutions Examination
10 Council Act of 1978 (12 U.S.C. 3301 et seq.) is amended
11 by inserting after section 1009A the following new section:

12 **“SEC. 1009B. CONSUMER COMPLAINTS AND INQUIRIES.**

13 “(a) SINGLE TOLL-FREE TELEPHONE NUMBER FOR
14 CONSUMER COMPLAINTS AND INQUIRIES.—

15 “(1) CALL INTAKE SYSTEM.—The Federal fi-
16 nancial institution regulatory agencies, coordinating
17 through the Council, shall establish a single, toll-free
18 telephone number for consumer complaints and in-
19 quiries concerning institutions regulated by such
20 agencies and a system for routing such calls to the
21 Federal financial institution regulatory agency that
22 primarily supervises the financial institution, or that
23 is otherwise the appropriate agency to address the
24 subject of the complaint or inquiry.

1 “(2) ROUTING CALLS TO STATES.—To the ex-
2 tent practicable, State agencies may receive appro-
3 priate call transfers from the system established
4 under paragraph (1) if—

5 “(A) the State agency’s system has the
6 functional capacity to receive calls routed by the
7 system; and

8 “(B) the State agency has satisfied any
9 conditions of participation in the system that
10 the Council, coordinating with State agencies
11 through the chairperson of the State Liaison
12 Committee, may establish.

13 “(b) REPORT TO THE CONGRESS.—Not later than 6
14 months after the date of the enactment of the Financial
15 Consumer Hotline Act of 2007, the Federal financial insti-
16 tution regulatory agencies shall submit a report to the
17 Committee on Financial Services of the House of Rep-
18 resentatives and the Committee on Banking, Housing, and
19 Urban Affairs of the Senate describing the agencies’ ef-
20 forts to establish—

21 “(1) a public interagency Web site for directing
22 and referring Internet consumer complaints and in-
23 quiries concerning any financial institution to the
24 Federal financial institution regulatory agency that
25 primarily supervises the financial institution, or to

1 the Federal financial institution regulatory agency
2 or State agency that is otherwise the appropriate
3 agency to address the subject of the complaint or in-
4 quiry; and

5 “(2) a system to expedite the prompt and effec-
6 tive rerouting of any misdirected consumer com-
7 plaint or inquiry documents between or among the
8 agencies, with prompt referral of any complaint or
9 inquiry to the appropriate Federal financial institu-
10 tion regulatory agency, and to participating State
11 agencies.”.

Passed the House of Representatives April 29, 2008.

Attest: LORRAINE C. MILLER,
Clerk.