

110TH CONGRESS  
2D SESSION

# S. 3153

To amend the Federal Financial Institutions Examination Council Act of 1978, 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.

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## IN THE SENATE OF THE UNITED STATES

JUNE 18, 2008

Mr. SCHUMER (for himself, Mr. CORKER, Mr. ALEXANDER, and Mrs. DOLE) introduced the following bill; which was read twice and referred to the Committee on Banking, Housing, and Urban Affairs

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## A BILL

To amend the Federal Financial Institutions Examination Council Act of 1978, 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 2008”.

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

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

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

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

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

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

24 “(A) the State agency’s system has the  
 25 functional capacity to receive calls routed by the  
 26 system; and

1           “(B) the State agency has satisfied any  
2           conditions of participation in the system that  
3           the Council, coordinating with State agencies  
4           through the chairperson of the State Liaison  
5           Committee, may establish.

6           “(b) REPORT TO THE CONGRESS.—Not later than 6  
7           months after the date of enactment of the Financial Con-  
8           sumer Hotline Act of 2008, the Federal financial institu-  
9           tion regulatory agencies shall submit a report to the Com-  
10          mittee on Financial Services of the House of Representa-  
11          tives and the Committee on Banking, Housing, and Urban  
12          Affairs of the Senate describing the agencies’ efforts to  
13          establish—

14               “(1) a public interagency Web site for directing  
15               and referring Internet consumer complaints and in-  
16               quiries concerning any financial institution to the  
17               Federal financial institution regulatory agency that  
18               primarily supervises the financial institution, or to  
19               the Federal financial institution regulatory agency  
20               or State agency that is otherwise the appropriate  
21               agency to address the subject of the complaint or in-  
22               quiry; and

23               “(2) a system to expedite the prompt and effec-  
24               tive rerouting of any misdirected consumer com-  
25               plaint or inquiry documents between or among the

1 agencies, with prompt referral of any complaint or  
2 inquiry to the appropriate Federal financial institu-  
3 tion regulatory agency, and to participating State  
4 agencies.”.

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