

Where has my Bank gone?



www.fdic.gov

Federal Deposit Insurance Corporation ~ Each depositor insured to at least \$250,000 per insured bank

FDIC Call Center

Local: 703-562-2222

Toll Free: 1-877-275-3342 (1-877-ASKFDIC)

8:00 am - 8:00 pm ET; Monday-Friday

9:00 am - 5:00 pm ET; Saturday-Sunday

BankFind

Learn if your bank is insured, view locations, track history, and more.

<https://research.fdic.gov/bankfind/>

The State of Massachusetts Division of Banks (DOB)

Website: www.mass.gov/dob

Consumer Assistance Unit phone number: 617-956-1501

Toll Free number: 800-495-BANK (2265)

TDD 617-956-1577

FAX 617-956-1599

Email: dobconsumer.assistance@state.ma.us

Open Monday through Friday 9:00am to 5:00pm

The Division of Banks can inform you as to what has happened to a bank. If the bank is now a National Bank or a National Savings Association, the Division of Banks will inform you of this, please see below for further information regarding a National Bank or a National Savings Association.

National Banks (*n or na) Banks regulated by the Federal government, *n or na *after* the banks name signifies the bank as a *National* bank. Example of a National Bank; Bank of America,na.

The Office of the Comptroller of the Currency

Website: www.occ.gov

The Office of the Comptroller of the Currency (OCC) charters, regulates, and supervises all national banks. It also supervises the Federal branches and agencies of foreign banks.

Who should I contact if I have a question about my National Bank?

Talk with an information specialist from the OCC Customer Assistance Group.

Phone: 1-800-613-6743; TDD: 1-713-658-0340; TTY: 1-800-877-8339 or Fax: 1-713-336-4301 (all correspondence must be signed).

Monday through Friday 7:00am to 7:00pm Central Standard Time

Find additional help at: www.HelpWithMyBank.gov

In July 2007, the OCC launched HelpWithMyBank.gov to assist customers of national banks. HelpWithMyBank.gov helps you find answers to your National Banking questions.

An example of a Questions and Answer from the HelpWithMyBank.gov website: My bank went out of business, but I need a release of my mortgage from them. What do I do? The entity that took over your mortgage should have notified you. If you can't find out which company took over, call the FDIC's lien release phone number at: 1-888-206-4662 (toll free) or visit Closed Banks and Asset Sales on the FDIC [Contact Us Page](#). (See below for the [Contact Us Page](#) information).

National Savings Associations (*fsb) Associations are regulated by the Federal government. *fsb after the banks name signifies the bank as a *National Savings Association*. Examples of Savings Associations; Sovereign Bank,fsb; ING Bank,fsb

Office of Thrift Supervision

Website: www.ots.treas.gov

The Office of Thrift Supervision is the federal bank regulator and supervisor of savings associations and their subsidiaries spread across the nation. The OTS also oversees domestic and international activities of the holding companies and affiliates that own these thrift institutions.

Who should I contact if I have a question about my National Savings Association?

Contact the OTS Consumer Response Center to reach a dedicated consumer affairs specialist.

Phone: 1-800-842-6929; TTY: 1-800-877-8339 or Fax: 1-202-906-7342

E-mail: consumer.complaint@ots.treas.gov

Monday through Friday 8:00am to 5:30pm

Lien Releases If the savings association that held the lien has become insolvent and was dissolved by the FDIC, you may be able to obtain a lien release from the FDIC Division of Resolutions and Receiverships by calling 1-888-206-4662.

Contact Us Page

Closed Banks and Asset Sales

The FDIC liquidates a variety of assets including loans and real estate in its capacity as court-appointed receiver.

Toll-free number: 888-206-4662

Email addresses: Closed banks: cservicefdicdal@fdic.gov
Asset sales: assetmarketing@fdic.gov

Website: Closed banks:
<http://www.fdic.gov/bank/individual/failed/index.html>
Asset sales: <http://www.fdic.gov/buying/index.html>
Bank and Thrift Failure Reports:
<http://www2.fdic.gov/hsob/selectrpt.asp?entrytyp=30>

Mailing address: Federal Deposit Insurance Corporation
Division of Resolutions and Receiverships
1601 Bryan Street
Dallas, TX 75201

Of primary use to: General public, banking community

- Types of questions:**
- How to Obtain a Lien Release: The FDIC may be able to provide you with a Release of Lien on your home, vehicle, boat or other personal property.
 - Property for sale
 - Closed banks
 - Asset management/maintenance
 - Unclaimed Funds - For insured depositors from past bank failures