Consumer Response Center File Exchange (CRCFE) Training Manual

FEDERAL DEPOSIT INSURANCE CORPORATION

Intended Audience: FDIC-Regulated Financial Institutions
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Consumer Response Center 101

Consumer Response Center File Exchange (CRCFE) Overview
CRCFE provides a secure channel for financial institutions, state banking authorities and other organizations to conduct online business with the FDIC Consumer Response Center. CRCFE will be used to manage and respond to various inquiries and complaints received from the public involving FDIC-regulated institutions. Complaints and Inquiries can be received via email, webforms, mail, and fax. CRCFE is built upon the Salesforce Community Platform, a cloud-based case management solution that allows users the ability to effectively manage the workflow of their cases.
Logging into CRCFE

CRCFE is cloud-based which means FDIC-regulated institutions can access it through the Internet from the FDICconnect Business Center. This is a secure Internet channel for FDIC-regulated institutions.

To begin, open an internet browser page and enter the FDICconnect URL:
https://wwwi.fdicconnect.gov/index.asp

Once you are on the FDICconnect Business Center page (below), click **Sign In**.

After clicking on Sign In, you will be directed to the first login screen of the authentication process. Enter your FDIC username and password.
Next is the second login screen of the authentication process. Enter your one-time password (OTP) and your FDIC account password.

Click the expand box next to Consumer Response Center. Then click the Consumer Response Center link.

After reading and accepting the agreement, click next.
**Consumer Response Center Home Page**

When first logging in, the Consumer Response Center Home Page will appear. From this page, you can choose a list view to see a filtered list of cases, view specific cases, and access the Reports, FAQ, and HELP pages.

The Home page automatically defaults to the “Pending Response” list view. Cases listed here require Bank action.

Any field in blue is a hyperlink that can be opened and viewed by clicking on it.

The search field will only find cases appearing on the current list. It will not find a case if it is not on the list.

Options to view Bank User information can be found in the top right corner. Click the drop down arrow and navigate to areas such as Home, My Profile, My Bank, and Logout.

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Account Name</th>
<th>Initial Bank Action</th>
<th>Bank Response</th>
<th>Total Days</th>
<th>Consumer Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>00954466</td>
<td>Bank of Anytown</td>
<td>7/9/2019</td>
<td>5</td>
<td></td>
<td>Tim Southen</td>
<td>In Review</td>
</tr>
<tr>
<td>00954450</td>
<td>Bank of Anytown</td>
<td>7/14/2019</td>
<td>0</td>
<td></td>
<td>Tim Southen</td>
<td>In Review</td>
</tr>
<tr>
<td>00954451</td>
<td>Bank of Anytown</td>
<td>7/14/2019</td>
<td>0</td>
<td></td>
<td>Tim Southen</td>
<td>In Review</td>
</tr>
</tbody>
</table>

Last Modified Date: June 25, 2019
Case List Views

On the home page, click on the drop down arrow and choose a list view to see a filtered list of Cases. The available list views are:

- **All Cases** displays all the available cases involving the Bank, including cases that are open, closed, pending bank response, and already have a bank response submitted.
- **Closed Cases (90 days)** displays all cases closed within the past 90 days. Cases can be viewed and case files can be downloaded within those 90 days.
- **Open Cases** displays all open cases that have already been responded to by the Bank. Once a response is submitted, the case will move from Pending Response list view to Open Case list view. Open Cases can be viewed but no updates or responses can be submitted.
- **Pending Response** displays all cases requiring an update or response from the Banks.

Click on a case number (highlighted in blue) link to open and view it.

![Case List View Example](image)

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Case Details Page

The Case details page will open when you click on the case link and will show information related to the Case such as the Bank information, the FDIC Case Owner, and the Consumer who voiced a concern. On this page, you can provide a response, update case information, download document(s) from FDIC, upload files, make edits to the file details, view case related accounts and provide and view community case comments.

Last Modified Date: June 25, 2019
Comment: Comments serve as a method for exchanging messages between the FDIC Case Owner and the Bank and should not contain proprietary information. Your comment to the FDIC will become part of the permanent case record and could be released under the Freedom of Information Act, in full under the Privacy Act or when we determine the information provided, in whole or in part, may assist in explaining the situation.
### Case Information

<table>
<thead>
<tr>
<th>Case Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Number</td>
<td>00954446</td>
</tr>
<tr>
<td>Initial Bank Responded Date</td>
<td></td>
</tr>
<tr>
<td>Days Until Bank Response Due</td>
<td>15</td>
</tr>
<tr>
<td>Bank Response Due Date</td>
<td>7/9/2019</td>
</tr>
<tr>
<td>Total Days at Bank</td>
<td>5</td>
</tr>
<tr>
<td>Status</td>
<td>In Review</td>
</tr>
<tr>
<td>Created Date</td>
<td>6/19/2019 11:41 AM</td>
</tr>
<tr>
<td>Appeal</td>
<td></td>
</tr>
<tr>
<td>Fair Lending</td>
<td></td>
</tr>
<tr>
<td>OLA #</td>
<td></td>
</tr>
</tbody>
</table>

- **Case Number** is generated by the system.
- **Initial Bank Responded Date** will display the date the bank’s response is received.
- **Days Until Bank Response Due** will indicate the number of days the bank has left to respond to the CRC regarding a case.
- **Bank Response Due Date** indicates the dates the bank’s response is due.
- **Total Days at Bank** is the amount of days that the case has been with the bank (including the initial contact and all the additional follow-ups).
- **Status** indicates at what stage the case is at with the CRC (e.g. New, In Review, Closed).
- **Created Date** will reflect when the case was created. This may or may not be the same as the received date.
- **Appeal** indicates the consumer previously wrote to the CRC regarding the issue.
- **Fair Lending** indicates the case involves a discrimination complaint.
- **OLA #** is the case number received from the Office of Legislative Affairs. The Bank’s response to an OLA case should never be sent directly to the consumer.
Bank Information

- **Bank Information** provides bank related information such as Bank Name, the Bank Cert #, and the Bank Address.

FDIC Case Owner Information

- **FDIC Case Owner Information** provides the name and contact number of the specialist that is handling the case.
Consumer Information

- **Name** reflects the name of the consumer
- **Phone** reflects the telephone provided by the consumer
- **Address** provides the Consumer’s mailing address

Files Submitted by FDIC

- **Actions** will allow the Bank to download the file
- **File Name** is the Name the CRC gave to the document.
- **Document Category** notifies the Bank of the type of document.
- **Submitted By Date** will reflect the CRC user who made the document viewable and the date the document was made viewable.
- **Downloaded by Date** will reflect the Bank user who downloaded the document and the date they completed that action.
Downloaded Documents

- **Actions** will appear once a document has been uploaded. This will allow the Bank to download the file.
- **File Name** will reflect the name the CRC assigned to the document.
- **Document Category** notifies the Bank of the type of document.
- **Submitted By Date** will reflect the CRC user who made the document viewable and the date the document was made viewable.
- **Downloaded By Date** will reflect the Bank user who downloaded the file and the date the file was downloaded.

If the Downloaded By/Date column is empty the file needs to be downloaded by the Bank. The Downloaded by information will be completed once the Bank downloads the file. Click the icon under “Actions” to download a file (Note: Make sure to download any files from the FDIC). The Bank will not be able to submit a response if it has not downloaded the documents first.

Files Submitted By Bank

Last Modified Date: June 25, 2019
• *Actions* button will appear once a document has been uploaded. This will allow the Bank to add a description and document category for the document it uploaded.

• *File Name* will reflect the name the Bank assigned to the uploaded document.

• *Document Category* notifies the CRC of the type of document.

• *Submitted By Date* will reflect the Bank user who made the document viewable and the date the document was made viewable.

**Uploading Documents**

Click ![Upload Files](image) to upload a file from your computer *(Note: Attach all relevant bank response files before providing a response).*

Click ![Edit File Information](image) under “Actions” to make an edit to the file details.

• Use the “Document Category” field drop down to choose the type of document category for the file uploaded.

• Provide further details/info in the “Description” field.

• Click the Save button.
The updated information will be noted on the previous screen and you will receive a pop up message:

File Information Updated
The file information was updated successfully.

Providing a Response

Click the “Provide Response” button to submit the response. Response will not be submitted until the “Provide Response” button is clicked. Do not click Provide Response until you have uploaded all applicable documents. Once you have clicked Provide Response, the following message will appear.

Click OK if you have completed uploading documents.

💡 If you find you have additional documents to provide after clicking Provide response, contact the FDIC Case Owner to have the case reopened so you can the additional information.

💡 You will not be able to provide a response if you did not download the case documents.
The following pop up will appear confirming the documents were uploaded:

You will not be able to provide additional documents after you have provided your response until the CRC sends you an additional information request.

Case Related Accounts
The Case Related Accounts section lists the Third Party Provider(s) and/or Non-Bank Entity(ies) associated with the case. This information will be entered by the CRC and is not editable by the Bank.

Community Case Comments
Below is the Community Case Comments section. This is used for exchanging messages between the FDIC Case Owner and the Bank and should not contain proprietary information. The messages are limited to 250 characters. Registered Bank users will get a notification email stating that case comments have been posted to the case for review anytime the FDIC Case Owner posts a comment. Similarly, the CRC Case Owner will receive an email notification anytime the Bank posts a comment. It is necessary to go into the system and directly into the specific case to view the comments.

Click “Add New Comment” button on the Community Case comments section to provide comments. The Community Case Comment box will open.

Last Modified Date: June 25, 2019
Provide comment(s) in the box and then click the “Save” button (Email will be automatically sent to Case Owner notifying that a case has been posted to the case). You will receive the following notification when the CRC responds to your comment:

***NEW CASE COMMENT FROM CRC NOTIFICATION***

The CRC has posted a new case comment to the below case. Please access the case to review the comment and respond, if applicable.

Case #: 00966483
Bank: Bank of Anytown
Contact Name: John Doe

Thank you,
EPIC Admin

Reports
The Reports page contains the following different reports that the Bank can run.

- **All Cases Regarding a Follow-up Response** displays all cases closed within the past 90 days in which the Bank provided and/or is being asked to provide a follow-up response.
- **All Cases Responded to for a Specific Time** displays all cases responded to for a specific timeframe.
- **All Cases with Related Account Info** displays all cases with related account info grouped by case related account.
- **All Congressional Cases Responded to** displays all congressional cases closed within the past 90 days.
- **All Fair Lending Cases Responded to** displays all discrimination cases closed within the past 90 days.
- **Cases with Related Acct grouped by Acct** displays a report for all cases with related account grouped by account name.

**Running a Report**

To run a report, click on the link for the report you would like to run.
The report will appear. Click on the funnel icon to change the report filters.

Click on Done, then Apply once you have made changes to have the report updated with the changes:
The updated report will appear:

![CONSUMER RESPONSE CENTER Report](image)

To print the report, click Export.

![CONSUMER RESPONSE CENTER Report](image)
You will be provided with two different ways you can export the report:

### Formatted Report

A formatted report will look like this:

```
<table>
<thead>
<tr>
<th>Account Name</th>
<th>Bank Cert #</th>
<th>Case Number/Initial Bank Responded Date</th>
<th>Days Until Due Date</th>
<th>Total Days At Bank No-Follow-up Status</th>
<th>Date/Time Opened Appeal</th>
<th>Fair Lending</th>
<th>OLA #</th>
<th>Case Owner</th>
<th>Contact Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank of Anytown</td>
<td>957646</td>
<td>200007296</td>
<td>5/17/2019 8:52 AM</td>
<td>0</td>
<td>0/6/2019 8:54 AM</td>
<td>FALSE</td>
<td>FALSE</td>
<td>Mallar Patel</td>
<td>AnytownBankCustomer</td>
</tr>
</tbody>
</table>
```
To print a formatted report, click on Formatted Report. Click on Export.

The report will download to your computer. Click on the document to open the report.

Once the report is open you can format it to your preference and print it.
Details Only Report

A detailed only report will look like this:

![Image: Detailed Only Report]

To print a formatted report, click on Details only. Click on Export.

![Image: Export View]

The report will be downloaded to your computer. Click on the report link to open the report:

![Image: Report Link]

Last Modified Date: June 25, 2019
The following pop-up will appear, click Yes:

![Warning Image]

The report will open. You can format the report to your preference and print it.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>Bank</td>
<td>Case Num</td>
<td>Initial Bank Responed Date</td>
<td>Days Until Due Date</td>
<td>Total Days At Bank No Follow-Up</td>
<td>Status</td>
<td>Date/Time Open</td>
<td>App.</td>
<td>Fair Lender</td>
<td>OLJ</td>
<td>Case Owner</td>
<td>Contact Num</td>
</tr>
<tr>
<td>Bank of Anytown</td>
<td>100869524</td>
<td>6/11/2019 9:59</td>
<td>0</td>
<td>0 Closed</td>
<td>6/12/2019 9:30</td>
<td>0</td>
<td>Karen Porter</td>
<td>Jane Smith</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Email Notifications Sent By CRC to the Bank**

The CRC will send an email notification to the Bank each time there is a document to download such as New Consumer Case Notification, Additional Correspondence Received on New Case Notification, Additional Request Notification, etc.

**New Consumer Case Notification**

The CRC will send this notification to the Bank when a new case is established for the Bank. The Bank will find the case on the following List Views: Bank CRC – All Cases; Bank CRC – Open Cases; and Bank CRC – Pending Response.
*** NEW CONSUMER CASE NOTIFICATION ***

This email is to alert you the following NEW consumer case is available for download.

Bank Name: Bank of Anytown
Case Number: 01006370
Consumer Name: John Doe

Dear Compliance Officer:

The FDIC received the above referenced correspondence about your bank. Please download the consumer documents and investigate the issues raised in the complaint. We ask that you then advise us of your findings and include all pertinent documentation as described below. When providing your response through FDICconnect, please label the documents (such as Account Agreement and Account Statements) by editing the file details and choosing the associated Document Category.

Depending on the banking product involved in the complaint, we request the following items as the minimum response to this complaint. If a document is not applicable, please state why not. If you respond directly to the complainant, please include a copy of the response with the findings of your review. Please use the case number shown above when responding.

Deposit Products:
• Narrative addressing each concern
• Account statements
• Account Agreement and fee schedule
• Disclosures, including TISA and Regulation E opt-in/out signed form
• Signature card
• Error Resolution investigation documents

Additional Correspondence Received On New Case Notification

The CRC will send this notification to the Bank when a new case notification was previously sent but the Bank has not responded to the case. The Bank will find the case on the following List Views: Bank CRC – All Cases; Bank CRC – Open Cases; and Bank CRC – Pending Response.
This email is to alert you that the Consumer Response Center (CRC) received additional information from the consumer regarding their concerns. The bank should download the consumer’s additional documents and include them in the investigation of the consumer’s concerns. A response to the additional information should be included within the bank’s response to the Consumer Response Center.

Bank Name: Bank of Anytown  
Case Number: 01006576  
Consumer Name: John Doe

To access the above record, sign into FDICconnect https://www.fdicconnect.gov/index.asp and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

Matters regarding access to FDICconnect should be directed to the Help Desk. There are several ways you can contact the Help Desk:

- Click on the Contact Us link in the upper right hand corner of FDICconnect
- Send an email to FDICconnect@fdic.gov
- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

Additional Information Request Notification
The CRC will send this notification to the Bank after the CRC has reviewed the Bank’s response and needs additional information. The Bank will find the case on the following List Views: Bank CRC – All Cases; Bank CRC – Open Cases; and Bank CRC – Pending Response.
CONSUMER DIRECT – NO FDIC RESPONSE NEEDED NOTIFICATION

The CRC will send this notification to the Bank when the CRC has responded directly to the consumer and is only providing a courtesy copy of the consumer’s correspondence to the Bank. The Bank is not required to response to the CRC. The Bank will find the case on the following List Views: Bank CRC – All Cases and Bank CRC – Closed Cases (90 Days).
Closed Case Notification
The CRC will send this notification to the Bank when the CRC has closed a case. The Bank will find the case on the following List Views: Bank CRC – All Cases and Bank CRC – Closed Cases (90 Days).
*** CLOSED CASE NOTIFICATION ***

This email is to alert you to the CLOSED status for the following consumer case. The bank’s courtesy copy of the FDIC’s response is available to download. The response will be available for 90 days.

Bank Name: Bank of Anytown  
Case Number: 01006570  
Consumer Name: John Doe

To access the above record, sign into FDICconnect https://www.fdicconnect.gov/index.asp and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

Matters regarding access to FDICconnect should be directed to the Help Desk. There are several ways you can contact the Help Desk:

- Click on the Contact Us link in the upper right hand corner of FDICconnect
- Send an email to FDICconnect@fdic.gov
- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

FORMAL FOLLOW-UP REQUEST NOTIFICATION

The CRC will send this notification to the Bank when the CRC had closed a case but needs the Bank to response to an issue. The Bank will find the case on the following List Views: Bank CRC – All Cases and Bank CRC – Closed Cases (90 Days).
*** FORMAL FOLLOW-UP REQUEST NOTIFICATION ***

This email is to alert you of a formal FOLLOW-UP request regarding the referenced consumer case is available for download. The bank’s response to the formal request should be provided within 14 days of receipt. The bank’s courtesy copy of the FDIC’s response to the consumer is also available for download.

Bank Name: Bank of Anytown
Case Number: 01006570
Consumer Name: John Doe

To access the above record, sign into FDICconnect [https://www.fdicconnect.gov/index.asp](https://www.fdicconnect.gov/index.asp) and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

Matters regarding access to FDICconnect should be directed to the Help Desk. There are several ways you can contact the Help Desk:

- Click on the Contact Us link in the upper right hand corner of FDICconnect
- Send an email to FDICconnect@fdic.gov
- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

Case Search

If you do not see the case you need in the list view that appears, click the drop down arrow to view additional list views and choose the Bank CRC –All Cases list view. You can also choose the list view that matches the email notification you received. Please note, the search field will only work if the case is on the current list you are viewing.
HELP
The Help tab provides helpful information regarding FDICconnect as well as a link to the CRCFE Training Manual.

Designated Coordinator

How can an institution user become the Designated Coordinator?

The Existing users should follow the following steps:

Contact the FDICconnect Help Desk at (877) 275-3342, option 4

The Help Desks completes an invitation form and an email is sent to the candidate coordinator

The candidate coordinator receives the email invitation, with a secure link to respond to the invitation. After clicking on the secure link, the candidate coordinator completes and submits the online Designated Coordinator form. The form contains information about the candidate as well as the institution’s Authorizing Official

An FDIC user reviews and approves the submitted information

The institution’s Authorizing Official receives an email with a secure link to review and approve the candidate. After reviewing the information, the Authorizing Official approves the request.

The candidate coordinator receives an approval email, with a secure link to create the FCX account. After clicking on the secure link, the candidate Bank Coordinator submits the FCX account information by completing the online form.

An FCX account is created and an email is sent to the approved coordinator with a temporary password that can be used to login it FCX.

The Bank Coordinator logs into FCX and changes the temporary password.
The Coordinator will be able to request institution user access, grant user permissions to transactions, and approve users’ access requests to associate to the institution.

**How does a Designated Coordinator add users?**

The Designated Coordinator should follow the following steps:

Selecting Coordinator Functions

Selecting Registration System Coordinator

Selecting the New Bank User Registration link

Completing and submitting the New Bank User Registration form

Following subsequent steps as directed by the registration system

**Can an institution register more than one Coordinator?**

Only the Designated Coordinator can start the registration process. However, there is no limit on the number of users the Designated Coordinator registers for the institution. We suggest that institutions have a primary Coordinator and at least one back up for times when the primary person is unavailable due to vacation, travel, etc.

**Bank FDICconnect users**

**How many users can an institution register with FDICconnect?**

There is not set on the number of users an institution may register with FDICconnect; however, we suggest that only those users who will regularly be completing transactions for the institution be given access. Permission to complete transactions may be granted or revoked on a temporary basis for users who only need to access the system occasionally.
How can an institution remove an user from FDICconnect?

The Institution’s Designated Coordinator needs to contact the FDIC to request the removal at FDICconnect Help Desk at (877) 275-3342, option 4 or via email at FDICconnect@fdic.gov.

How can an institution change an user’s name and or email address on FDICconnect?

The Institution’s Designated Coordinator needs to contact the FDIC to request the removal at FDICconnect Help Desk at (877) 275-3342, option 4 or via email at FDICconnect@fdic.gov.

Using the CRCFE transaction

What do I do if I cannot find the case I received an email about?

Contact the FDIC Consumer Response Center at (800) 378-9581

Who do I contact if I cannot download a document the FDIC Consumer Response Center provided?

Contact the FDIC Consumer Response Center at (800) 378-9581

Who do I contact if I receive an error when trying to download or upload a file?

Contact the FDICconnect Help Desk at (877) 275-3342, option 4

Who do I contact if the application times out while I’m uploading a document?

Contact the FDICconnect Help Desk at (877) 275-3342, option 4