

Complaint Filing Procedures

When filing a complaint, the consumer should utilize the below tips:

- a. Fill in the complaint handling form in **Appendix "A"** to file in your complaint and clearly explain his/her problem(s) with the financial institution stating specific request of the consumer.
- b. Consumer should ensure to attach duplicate copies of receipts, checks, agreement, or other proofs of the transaction(s) when submitting the form in **Appendix "A"**.
- c. Remember, a consumer can only file a complaint to the CPU if his/her financial institution did not amicably resolve the complaint of the consumer within the timeframe specified by the Central Bank of Liberia.

Note: The CPU will only accept complaints from alleged victims, not anonymous or third-party. However, if the complainant is not the owner of an account or party to the transaction, he/she should obtain legal authorization and attach the written permission of the account holder/party to the transaction in order to file a complaint on the owner's behalf. The CPU does not guarantee that said complaint will be acceptable.

APPENDIX A.

Consumer Complaint Form

Name of Financial Institution Complaining about.....

Address of Financial Institution.....

NAME OF CONSUMER

ADDRESS OF CONSUMER

CONTACT NUMBER

DATE OF INCIDENT.....

ACCOUNT NUMBER (*account number, if applicable*)

NAME OF PRODUCT

DATE OF TRANSACTION(S)

PLACE OF TRANSACTION(S).....

STATE PROBLEM:

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Specific Action Requesting:

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Attached are copies of my records (Do not send originals)

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Consumer's signature: Date:

Received by: (Authorized Personnel of Financial Institution)

..... Date