

CONSUMER COMPLAINT INFORMATION FOR 2006

Commissioner Rob Braswell has authorized, pursuant to O.C.G.A 7-1-70(d), the release of general information regarding the types of written consumer complaints received by the Department of Banking and Finance in 2006. These complaints are handled primarily by the Departments Legal and Consumer Affairs Division. The numbers reflected below show the total number of written complaints and the primary issue raised in the complaint. Only issues raised in written complaints are listed. Simple inquiries are not included. In addition to the general information contained in this release, information about the number of complaints filed on specific mortgage licensees (posted on August 1st for the prior year) can be found on the Department's website at: http://dbf.georgia.gov/00/channel_title/0,2094,43414745_46389302,00.html.

Go to the following page on the Department's website to learn how to file a consumer complaint or inquiry with the Department: http://dbf.georgia.gov/00/article/0,2086,43414745_46389324_67823584,00.html

Complaints Concerning Banks and Credit Unions:

	Number of Complaints	% of Total	Primary Issues	#
Credit Card Complaints	63	4.59	Primarily fees and processing	63
Commercial Banks	455	33.11	Deposit Related	144
			Referred to Other Bank Regulators	130
			Processing	56
			Fees Charged	18
			Non-Mortgage Loan	17
			Credit Bureau Problem	12
			Other	12
			Refund	7
			Release of Lien	6
			Creditor (Not Lender)	5
			Trust Account	5
			Foreclosure	5
			Fraud	5
			Rate of Interest	4
			Appraisal	4
			Privacy	4
			Payoff Balance	3
			Mortgage Loan	3
			Advertisement	2
			Interest, Payment Allocation	2
Insurance - Not Credit Life	2			
Escrow Problem	2			
Disclosures	2			
Closing	2			
Misrepresentation	1			
Discrimination	1			
Not Covered by GRMA	1			

	Number of Complaints	% of Total	Primary Issues	#
Credit Unions	41	2.98	Deposit Related	16
			Non-Mortgage Loan	7
			Processing	4
			Referred to Other Credit Union Regulators	3
			Fees Charged	3
			Credit Bureau Problem	2
			Release of Lien	2
			Payoff Balance	2
			Rate of Interest	1
			Appraisal	1

Complaints Concerning Mortgage Licensees:

	Number of Complaints	% of Total	Primary Issues	#
Brokers	131	9.53	Processing	28
			Not Covered by GRMA	24
			Appraisal	16
			Fraud	14
			Fees Charged	7
			Advertisement	7
			Rate of Interest	6
			Creditor (Not Lender)	5
			Disclosures	5
			Closing	5
			Referred to Other Agency	3
			Other	3
			Misrepresentation	3
			Escrow Problem	2
			Foreclosure	1
			Refund	1
			Refin w/o Substantial Benefit	1

Lenders	318	23.14	Processing	63
			Not Covered by GRMA	37
			Foreclosure	32
			Appraisal	28
			Fraud	19
			Closing	18
			Referred to Other Agency	15
			Fees Charged	13
			Rate of Interest	13
			Escrow Problem	10
			Payoff Balance	8
			Interest, Payment Allocation	8
			Failure to Fund	7

	Number of Complaints	% of Total	Primary Issues	#
Lenders (continued)			Insurance - Not Credit Life	7
			Prepayment Penalty	7
			Lender Transfer	5
			Misrepresentation	5
			Refund	5
			Advertisement	4
			Release of Lien	3
			Other	2
			Creditor (Not Lender)	2
			Credit Bureau Problem	2
			Privacy	1
			Credit Life Insurance	1
			Payment Ability - No Regard	1
			Disclosures	1
			Refin w/o Substantial Benefit	1

Complaints concerning other entities. Other entities include Mortgage Notificants* and Registrants. Also includes unlicensed Mortgage Lenders and Brokers, Check Cashers, Check Sellers, and others:**

	Number of Complaints	% of Total	Primary Issues	#
Other Entities	366	26.64	Referred to Other Agency	114
			Processing	45
			Not Covered by GRMA	37
			Foreclosure	27
			Other	15
			Insurance - Not Credit Life	14
			Fraud	11
			Appraisal	10
			Refund	9
			Release of Lien	9
			Escrow Problem	9
			Payoff Balance	9
			Fees Charged	9
			Interest, Payment Allocation	8
			Rate of Interest	5
			Deposit Related	4
			Non-Mortgage Loan	3
			Privacy	3
			Advertisement	3
			Lender Transfer	3
			Creditor (Not Lender)	3
			Credit Card	3
			Credit Bureau Problem	3
			Closing	3
			Misrepresentation	2
			Payment Ability - No Regard	1

	<i>Number of Complaints</i>	<i>% of Total</i>	<i>Primary Issues</i>	<i>#</i>
Other Entities (continued)			Discrimination	1
			Balloon Payment	1
			Mortgage Loan	1
			Prepayment Penalty	1

Total Complaints : 1,374

*** Mortgage Notificant = A wholly owned subsidiary of a bank or credit union. OCGA 7-1-1001(2)**

**** Mortgage Registrant = A wholly owned subsidiary of a bank holding company. OCGA 7-1-1001(2.1)**