

# Where has my bank gone?

## The State of Massachusetts Division of Banks (DOB)

**Website:** [www.mass.gov/dob](http://www.mass.gov/dob)

**Consumer Assistance telephone number:**

**1-800-495-2265 (within Massachusetts only) or 617-956-1500 x501**

**Email:** [dobconsumer.assistan@state.ma.us](mailto:dobconsumer.assistan@state.ma.us)

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. Examples of a National Bank; Bank of America,na Citizens Bank,n

## **The Office of the Comptroller of the Currency**

**Website:** [www.occ.gov](http://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](http://www.HelpWithMyBank.gov)**

In July 2007, the OCC launched [HelpWithMyBank.gov](http://www.HelpWithMyBank.gov) to assist customers of national banks. [HelpWithMyBank.gov](http://www.HelpWithMyBank.gov) helps you find answers to your National Banking questions.

**An example of a Questions and Answer from the [HelpWithMyBank.gov](http://www.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 the back side of this sheet 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](http://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](mailto:consumer.complaint@ots.treas.gov)

Monday through Friday 8:00am to 5:30pm, Eastern Standard Time.

**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](mailto:cservicefdicdal@fdic.gov)  
Asset sales: [assetmarketing@fdic.gov](mailto: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