



## Comdata Money Transmission Services - Complaints

Comdata Network, Inc. of California (NMLS # 1528512) is a licensed money transmitter in the State of California. Comdata TN, Inc. (NMLS # 1067392) is a licensed money transmitter in various other U.S. states.

If you have a complaint about Comdata money transmission services, please contact us before contacting your jurisdiction with a complaint. Our email address for money transmission complaints is [execresponseteam@comdata.com](mailto:execresponseteam@comdata.com).

After first contacting Comdata, if you still have an unresolved complaint regarding Comdata money transmission services, you may register a complaint with our money transmitter regulator in your jurisdiction. You will find a schedule below with the contact information of our money regulators.

## State Regulatory Compliant Agencies

*Below is a schedule of state regulatory agency complaints departments and procedures. (Updated as of October 11, 2018.)  
We strongly encourage you to first contact Comdata with your complaint, so we can rectify your problem more quickly.*

State	Agency for Complaints	Address	Contact Information
Alabama	Alabama Securities Commission <a href="#">Complaint form</a>	Enforcement Division PO Box 304700 Montgomery, AL 36130-4700	Toll Free: 800-222-1253 Phone: 334-242-2984 Fax: 334-242-0240 Email: <a href="mailto:asc@asc.alabama.gov">asc@asc.alabama.gov</a>
Alaska	Department of Commerce, Community & Economic Development, Division of Banking & Securities <a href="#">Complaint form</a>	PO Box 10807 Juneau, AK 99811-0807	Toll Free: 888-925-2521 Phone: 907-465-2521 Fax: 907-465-1230 Email: <a href="mailto:dbsc@alaska.gov">dbsc@alaska.gov</a>
Arizona	Department of Financial Institutions <a href="#">File a complaint</a>	100 N. 15 <sup>th</sup> Avenue #261 Phoenix, AZ 85007	Toll Free: 800-544-0708 Phone: 602-771-2800 Fax: 602-381-1225 Email: <a href="mailto:Consumeraffairs@azdfi.gov">Consumeraffairs@azdfi.gov</a>
Arkansas	Securities Department <a href="#">File a complaint</a>	Heritage West Building, Suite 300 201 East Markham Street Little Rock, AR 72201-1692	Toll Free: 800-981-4429 Phone: 501-324-9260 Fax: 501-324-9268 Email: <a href="mailto:info@securities.arkansas.gov">info@securities.arkansas.gov</a>
California	Department of Business Oversight <a href="#">File a complaint</a>	Attn: Consumer Services 1515 K Street, Suite 200 Sacramento, CA 95814	Toll Free: 866-275-2677 Phone: 916-327-7585 Fax: N/A Email: N/A
Colorado	Division of Banking <a href="#">File a complaint</a>	1560 Broadway, Suite 975 Denver CO 80202	Phone: 303-894-7575 Fax: 303-894-7570 Email: <a href="mailto:DORA_BankingWebsite@state.co.us">DORA_BankingWebsite@state.co.us</a>

## State Regulatory Compliant Agencies (Con't)

Connecticut	Department of Banking <a href="#">File a complaint</a>	260 Constitution Plaza Hartford, CT 06103	Telephone Direct: 860-240-8170 Toll Free: 1-800-831-7225, ext. 8170 Fax: 860-240-8178 Email: <a href="mailto:banking.complaints@ct.gov">banking.complaints@ct.gov</a>
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State	Agency for Complaints	Address	Contact Information
Delaware	Office of the State Bank Commissioner <a href="#">File a complaint</a>	43 South DuPont Highway Edgehill Shopping Center Dover, DE 19901	Toll Free: 800-464-4357 Phone: 302-739-4235 (or) Phone: 302-739-6722 Fax: 302-739-2356 Email: <a href="mailto:bankcommissioner@state.de.us">bankcommissioner@state.de.us</a>
District of Columbia	Department of Insurance, Securities & Banking <a href="#">File a complaint</a>	1050 First St., NE, Suite 801 Washington, DC 20002	Phone: 202-727-8000 Fax: 202-354-1085 Contact TTY: 711 Email: <a href="mailto:discomplaints@dc.gov">discomplaints@dc.gov</a>
Florida	Office of Financial Regulation, Division of Finance <a href="#">File a complaint</a>	Attn: Consumer Assistance Group 200 E Gaines Street Tallahassee, FL 32399-0381	Phone: 850-410-9805 (or) Phone: 850-487-9687 Fax: 850-410-9300 Email: N/A
Georgia's Department of Financial Institutions instructs customers to make their complaints directly to the MSB or to file the complaint directly with the Consumer Financial Protection Bureau at <a href="http://www.consumerfinance.gov/complaint">www.consumerfinance.gov/complaint</a> or by phone at 855-411-2372			
Idaho	Department of Finance Securities Bureau <a href="#">File a complaint</a>	P.O. Box 83720, Boise, ID 83720-0031 or Express: 800 Park Blvd, Suite 200 Boise, ID 83720-0031	Toll Free: 888-346-3378 Phone: 208-332-8004 Fax: 208-332-8099 Email: <a href="mailto:securities@finance.idaho.gov">securities@finance.idaho.gov</a>

## State Regulatory Compliant Agencies (Con't)

Indiana	Department of Financial Institutions <a href="#">Complaint form</a>	30 South Meridian Street, Suite 300 Indianapolis, IN 46204	Toll Free: 800-382-4880 Phone: 317-232-3955 Fax: 317-232-7655 Email: <a href="mailto:dficomplaints@dfi.IN.gov">dficomplaints@dfi.IN.gov</a>
Iowa	Division of Banking <a href="#">File a complaint</a>	200 East Grand Ave, Suite 300 Des Moines, IA 50309	Phone: 515-281-4014 Fax: 515-281-4862 Email: N/A
Kansas	Office of State Bank Commissioner <a href="#">File a complaint</a>	Attn: Consumer Affairs Department 700 SW Jackson, Suite 300 Topeka, KS 66603	Phone: 785-296-2266 Fax: 785-296-6037 Email: <a href="mailto:complaints@osbckansas.org">complaints@osbckansas.org</a>
State	Agency for Complaints	Address	Contact Information
Kentucky	Office of Financial Institutions, Consumer Protection Branch <a href="#">File a complaint</a>	Attn: Consumer Complaints 1025 Capital Center Drive, Suite 200 Frankfort, KY 40601	Toll Free: 844-354-0613 Phone: 502-573-3390 Fax: 502-573-0184 Email: <a href="mailto:KFI.Complaints@ky.gov">KFI.Complaints@ky.gov</a>
Louisiana	Office of Financial Institutions <a href="#">File a complaint</a>	PO Box 94095 Baton Rouge, LA 70804-9095	Toll Free: 888-525-9414 Phone: 225-925-4660 Fax: 225-925-4524 (or) Fax: 866-341-4144 Email: <a href="mailto:Complains@ofi.la.gov">Complains@ofi.la.gov</a>
Maine	Bureau of Consumer Credit Protection <a href="#">File a complaint</a>	35 State House Station Augusta, ME 04333-0035	Toll Free: 800-332-8529 (in Maine) Phone: 207-624-8527 Fax: 207-582-7699 TTY: 877-577-6690 Email: <a href="mailto:Cons.Credit@maine.gov">Cons.Credit@maine.gov</a>

## State Regulatory Compliant Agencies (Con't)

Maryland	Office of the Commissioner of Financial Regulation <a href="#">File a complaint</a>	Consumer Service Unit Attn: Complaint Unit 500 N. Calvert Street, Suite 402 Baltimore, MD 21202-3651	Toll Free: 888-784-0136 Phone: 410-230-6100 Fax: 410-333-3866 Email: <a href="mailto:DLFRComplaints-DLLR@marland.gov">DLFRComplaints-DLLR@marland.gov</a>
Massachusetts	Division of Banks <a href="#">File a complaint</a>	Attn: Consumer Assistance Unit 1000 Washington Street, 10 <sup>th</sup> Floor Boston, MA 02118-6400	Toll Free: 800-495-2265 Phone: 617-956-1500 Fax: 617-368-2700 TDD: 617-956-1577 Email: N/A
Michigan	Department of Insurance and Financial Services – Office of Consumer Services <a href="#">File a complaint</a>	PO Box 30220 Lansing, MI 48909-7720	Toll Free: 877-999-6442 Fax: 517-284-8837 Email: <a href="mailto:difscomplaints@michigan.gov">difscomplaints@michigan.gov</a>
Minnesota	Commerce Department <a href="#">Complaint form</a>	Online submission	Phone: 651-539-1600 Fax: N/A Email: N/A

State	Agency for Complaints	Address	Contact Information
Mississippi	Department of Banking and Consumer Finance <a href="#">File a complaint</a>	PO Box 12129 Jackson, MS 39236-2129	Toll Free: 800-844-2499 Phone: 601-321-6901 Fax: 601-321-6933 Email: N/A
Missouri	Division of Finance <a href="#">File a complaint</a>	PO Box 716 Jefferson City, MO 65102-0716	Phone: 573-751-3242 Fax: 573-751-9192 Email: <a href="mailto:finance@dof.mo.gov">finance@dof.mo.gov</a>

## State Regulatory Compliant Agencies (Con't)

Nebraska	Department of Banking and Finance <a href="#">File a complaint</a>	Financial Institutions – Complaints PO Box 95006 Lincoln, NE 68509-5006 (or private mail couriers) 1526 K Street, Suite 300 Lincoln, NE 68508-2732	Toll Free: 877-471-3445 Phone: 402-471-2171 Fax: N/A Email: N/A
Nevada	Department of Banking and Industry Division of Financial Institutions <a href="#">File a complaint</a>	3300 W Sahara Ave, Suite 250 Las Vegas, NV 89102	Phone: 702-486-4120 Fax: 702-486-4563 Email: <a href="mailto:FIDMaster@fid.state.nv.us">FIDMaster@fid.state.nv.us</a>
New Hampshire	Banking Department <a href="#">File a complaint</a>	53 Regional Drive, Suite 200, Concord, NH 03301	Phone: 603-271-3561 TDD Access: 800-735-2964 Fax: 603-271-1090 Email: <a href="mailto:legal@banking.nh.gov">legal@banking.nh.gov</a>
New Jersey	Department of Banking & Insurance <a href="#">File a complaint</a>	Consumer Inquiry Response Center (“CIRC”) PO Box 471 Trenton, NJ 08625-0471	Toll Free: 800-446-7467 Phone: 609-292-7272 Fax: 609-454-8468 Email: N/A
New Mexico	Regulation & Licensing Department - Financial Institutions Division <a href="#">File a complaint</a>	Toney Anaya Building 2550 Cerrillos Road Santa Fe, NM 87505  (Or) PO Box 25101 Santa Fe, NM 87504-5101	Phone: 505-476-4885 Fax: 505-476-4670 Email: <a href="mailto:David.mora@state.nm.us">David.mora@state.nm.us</a>
New York	Department of Financial Services <a href="#">File a complaint</a>	One Commerce Plaza Albany, NY 12257	Toll Free: 800-342-3736 Phone: 212-480-6400 Fax: N/A Email: Website link

## State Regulatory Compliant Agencies (Con't)

State	Agency for Complaints	Address	Contact Information
North Carolina	Commissioner of Banks <a href="#">File a complaint</a>	Consumer Assistance 4309 Mail Service Center, Raleigh NC 27699-4309	Toll Free: 919-733-3016 Fax: N/A Email: N/A
North Dakota	Department of Financial Institutions <a href="#">File a complaint</a>	2000 Schafer Street, Suite G Bismarck, ND 58501-1204	Phone: 855-411-2372 Fax: 701-328-0290 Email: <a href="mailto:dfi@nd.gov">dfi@nd.gov</a>
Ohio	Department of Commerce, Financial Institutions Division <a href="#">File a complaint</a>	77 South High Street, 21 <sup>st</sup> Floor Columbus, OH 43215-6120	Toll Free: 866-278-0003 Phone: 614-728-8400 Fax: 614-644-1631 Email: <a href="mailto:webdfi-oca@com.state.oh.us">webdfi-oca@com.state.oh.us</a>
Oklahoma	Banking Department <a href="#">File a complaint</a>	Mick Thompson, Commissioner Oklahoma State Banking Department 2900 N Lincoln Blvd Oklahoma City, OK 73105	Phone: 405-521-2782 Fax: 405-522-2993 Email: N/A
Oregon	Division of Financial Regulation Department of Consumer and Business Services - Division of Finance and Corporate Securities <a href="#">File a complaint</a>	350 Winter St. NE, Room 410 Or mail to: PO Box 14480 Salem, OR 97309-0405	Toll Free: 866-814-9710 Fax: 503-947-7862 Email: <a href="mailto:DCBS.DFCMAIL@oregon.gov">DCBS.DFCMAIL@oregon.gov</a>
Pennsylvania	Department of Banking and Securities <a href="#">File a complaint</a>	17 N. 2 <sup>nd</sup> Street, Suite 1300 Harrisburg, PA 17101	Toll Free: 800-600-0007 Fax: 717-724-6869 Email: Website link
Puerto Rico	Commissioner of Financial Institutions <a href="#">File a complaint</a>	Attn: Complaints Division Office of the Commissioner of Financial Institutions PO Box 11855 San Juan, PR 00910-3855	Phone: 787-723-3131 (Luis Torres Admin Assistant – Ext: 2324) Fax: 787-723-4042 Email: N/A

## State Regulatory Compliant Agencies (Con't)

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Rhode Island	Department of Business Regulation – Division of Banking <a href="#">File a complaint</a>	1511 Pontiac Ave, Bldg. 68-1 Cranston, RI 02920	Phone: 401-462-9503 Fax: 401-462-9536 Email: N/A
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## State Regulatory Compliant Agencies (Con't)

State	Agency for Complaints	Address	Contact Information
South Carolina	Attorney General Attn: Money Services Division <a href="#">File a complaint</a>	Rembert C Dennis Building 1000 Assembly Street, Room 519 Columbia, SC 29201 (or) PO Box 11549 Columbia, SC 29211-1549	Phone: 803-734-1221 Fax: N/A Email: <a href="mailto:msb@scag.gov">msb@scag.gov</a>
South Dakota	Department of Labor and Regulation -Division of Banking <a href="#">File a complaint</a>	1601 N. Harrison Ave, Suite 1 Pierre, SD 57501	Phone: 605-733-3421 Fax: 866-326-7504 Email: N/A
Tennessee	Department of Financial Institutions <a href="#">File a complaint</a>	Tennessee Tower 26 <sup>th</sup> Floor 312 Rosa L. Parks Nashville, TN 3723	Toll Free: 800-778-4215 Fax: 615-253-7794 Email: <a href="mailto:tdfi.consumerresources@tn.gov">tdfi.consumerresources@tn.gov</a>
Texas	Department of Banking – Attention: Special Audits Division <a href="#">File a complaint</a>	2601 N Lamar Blvd, Austin, TX 78705-4294	Toll Free: 877-276-5554 Fax: 512-475-1313 Email: <a href="mailto:msb@dob.texas.gov">msb@dob.texas.gov</a>
Utah	Department of Financial Institutions <a href="#">File a complaint</a>	324 South State St, Suite 201 Salt Lake City, UT 84111 (or) PO Box 146800 Salt Lake City, UT 84114-6800	Phone: 801-538-8830 (Andrea Staheli) Fax: 801-538-8894 Email: <a href="mailto:astaheli@utah.gov">astaheli@utah.gov</a>
Vermont	Department of Financial Regulation Attention: Banking Division – Consumer Assistance <a href="#">File a complaint</a>	89 Main Street Montpelier, VT 05620-3101	Toll Free: 888-568-4547 Fax: 802-828-1477 Email: <a href="mailto:Dfr.BnkConsumer@vermony.gov">Dfr.BnkConsumer@vermony.gov</a>
Virginia	Bureau of Financial Institutions – Attention Consumer Services and Consumer Complaint Information <a href="#">File a complaint</a>	PO Box 640 Richmond, VA 23218-0640 (Or) 1300 East Main St. Suite 800 Richmond, VA 21219	Toll Free (VA Only): 800-552-7945 Phone: 804-371-9657 Fax: 804-371-9416 Email: N/A

## State Regulatory Compliant Agencies (Con't)

Washington	Department of Financial Institutions – Division of Consumer Services <a href="#">File a complaint</a>	PO Box 41200 Olympia, WA 98504-1200	Phone: 360-902-8703 TDD: 360-664-8126 Fax: 360-596-3868 Email: <a href="mailto:CSEnforceComplaints@dfi.wa.gov">CSEnforceComplaints@dfi.wa.gov</a>
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State	Agency for Complaints	Address	Contact Information
West Virginia	Division of Financial Institutions <a href="#">File a complaint</a>	900 Pennsylvania Ave, Suite 306 Charleston, WV 25302-3542	Phone: 304-558-2294 Fax: 304-558-0442 Email: N/A
Wisconsin	Department of Financial Institutions – Attention: Bureau of Consumer Affairs <a href="#">File a complaint</a>	PO Box 8041 Madison, WI 53708-8041	Toll Free: 800-452-3328 Phone: 608-264-7969 Fax: 608-264-7968 Email: <a href="mailto:DFISecretary@wisconsin.gov">DFISecretary@wisconsin.gov</a>
Wyoming	Division of Banking <a href="#">File a complaint</a>	Hathaway Building, 2 <sup>nd</sup> Floor 2300 Capitol Ave Cheyenne, WY 82002	Phone: 307-777-7797 Fax: 307-777-3555 Email: <a href="mailto:wyoymingbankingdivision@wyo.gov">wyoymingbankingdivision@wyo.gov</a>