

## BGFRS—18

***System name.*** FRB—Consumer Complaint Information

***System location.***

Board of Governors of the Federal Reserve System

20th Street and Constitution Avenue, NW

Washington, DC 20551

Some information is collected and maintained, on behalf of the Board, by the twelve Federal Reserve Banks.

***Categories of individuals covered by the system.*** Persons who have filed consumer complaints with the Federal Reserve Board or a Federal Reserve Bank, or whose complaint to another agency has been referred to the Federal Reserve Board for review.

***Categories of records in the system.*** Complaints regarding state-chartered member banks, as well as other financial institutions, individuals, or organizations that are subject to federal banking supervision. The records may contain the name and address of an individual or organization that referred a matter to the Board. Information in these records includes the complainant's name; the name of the financial institution that is the subject of the complaint; the subject matter of the complaint; and the Board's response to the complaint. Supporting records include, but are not limited to, documents supplied by the complainant. If the complaint concerns an institution that is not subject to supervision by the Board, the record may consist of a referral letter to the appropriate supervisory agency.

***Authority for maintenance of the system.*** Section 11 of the Federal Reserve Act (12 USC 248); section 5 of the Bank Holding Company Act (12 USC 1844); and section 18(f) of the Federal Trade Commission Act (15 USC 57a(f)).

***Purpose(s).*** These records are collected and maintained to permit the Board to perform its responsibilities under the Federal Reserve Act, the Federal Trade Commission Act, and other consumer protection laws to respond to consumer complaints and inquiries regarding practices by banks and other financial institutions supervised by the Board.

***Routine uses of records maintained in the system, including categories of users and the purposes of such uses.*** General routine uses A, B, C, D, G, I, and J apply to this system. Records may also be used:

1. to disclose information to a Board-regulated entity that is the subject of a complaint or inquiry; and
2. to disclose information to third parties to the extent necessary to obtain information that is relevant to the resolution of a complaint or inquiry.

***Policies and practices for storing, retrieving, accessing, retaining, and disposing***

***of records in the system.***

*Storage.* Records are stored in paper and electronic form. Electronic records are stored in the Federal Reserve Integrated Records Management Architecture (FIRMA).

*Retrievability.* Records can be retrieved by consumer name, bank name, Reserve Bank name, or control number.

*Access Controls.* Access to records is limited to those whose official duties require it. Paper records are secured by lock and key and electronic records are password protected.

*Retention and disposal.* All records are retained for five years, then destroyed when no longer needed for administrative purposes.

***System manager and address.***

Division Director  
Consumer and Community Affairs  
Board of Governors of the Federal Reserve System  
20th Street and Constitution Avenue, NW  
Washington, DC 20551

***Notification procedures.*** An individual desiring to learn of the existence of, or to gain access to, his or her record in this system of records shall submit a request in writing to the Secretary of the Board, Board of Governors of the Federal Reserve System, 20th Street and Constitution Avenue, NW, Washington, DC 20551. The request should contain: (1) a statement that it is made pursuant to the Privacy Act of 1974, (2) the name of the system of records expected to contain the record requested or a concise description of such system of records, (3) necessary information to verify the identity of the requester, and (4) any other information that may assist in the rapid identification of the record for which access is being requested.

***Record access procedures.*** Same as “Notification procedures” above.

***Contesting record procedures.*** Same as “Notification procedures” above except that the envelope should be clearly marked “Privacy Act Amendment Request.” The request for amendment of a record should: (1) identify the system of records containing the record for which amendment is requested, (2) specify the portion of that record requested to be amended, and (3) describe the nature of and reasons for each requested amendment.

***Record source categories.*** Information is provided by the individual who initiates complaint (or his or her representative, which may include a member of Congress or an attorney); appropriate federal, state, or local regulatory and enforcement agencies; and institutions or individuals that are the subject of the complaint.

***Exemptions claimed for the system.*** Certain portions of this system of records may be exempt from 5 USC 552a(c)(3), (d), (e)(1), (e)(4)(G), (H), and (I), and (f) of the Privacy Act pursuant to 5 USC 552a(k)(2).