



State of Rhode Island and Providence Plantations
 Department of Business Regulation
DIVISION OF BANKING
 1511 Pontiac Avenue, Bldg. 69-2
 Cranston, RI 02920
 Tel: (401) 462-9503
 Fax: (401) 462-9559

Consumer Alert

RESIDENT AGENTS TO ENDORSE INSURANCE CLAIM CHECKS

R.I. Gen. Laws § 27-5-3 requires mortgagees to maintain in this state a resident agent with authority to endorse insurance claim checks issued in connection with loss to insure property. This applies to all banks and lending institutions doing business in this state, whether acting under state or federal authority, which include, but are not limited to: (1) a bank, savings bank, or trust company, as defined in this title, its affiliates or subsidiaries, (2) a bank holding company, as defined in 12 U.S.C. § 1841, its affiliates or subsidiaries, (3) mortgage companies, and (4) any other individual, corporation, partnership, or association authorized to take deposits and/or to make loans of money.

For assistance in enforcing this requirement contact one of the following government agencies:

For Rhode Island State Chartered Banks and Credit Unions and Rhode Island Licensed Lenders:	For a credit union with a name containing the word "federal":
<p align="center">The Rhode Island Division of Banking</p> <p>Telephone: (401) 462-9503 E-Mail: BankInquiry@dbr.state.ri.us Complaint Form: http://www.dbr.ri.gov/divisions/banking/complaint.php</p>	<p align="center">The National Credit Union Administration</p> <p>Region I Albany 9 Washington Square Washington Avenue Extension Albany, NY 12205 Email: Region1@ncua.gov Telephone: (518) 862-7400 Fax: (518) 862-7420</p>
For a Bank with a name containing the word "national" or the initials "N.A." or a company affiliated with such a bank:	For a federal savings and loan (S&L) or a federally chartered savings bank (F.S.B). or a company affiliated with such a bank:
<p align="center">The Office of the Comptroller of the Currency</p> <p>Office of the Ombudsman Mary Hagar dt, CRCM Senior E-Business and Customer Service Specialist Telephone: (866) 918-6165 or (713) 336-4355 TDD Number: (713) 658-0340 E-mail: Mary.Hagar dt@occ.treas.gov On-line Consumer Complaint Form: https://appsec.helpwithmybank.gov/olcc_form/</p>	<p align="center">The Office of Thrift Supervision</p> <p>Northeastern District 35 Braintree Hill Office Park 2nd Floor, Suite 201 Braintree, MA 02184 Telephone: (800) 253-2181 Washington Consumer Hotline:(800) 842-6929 TTY: (800) 877-8339 E-mail: consumer.complaint@ots.treas.gov</p>

Steven L. Cayouette, CFE
 State Chief Bank Examiner
 April 13, 2010