

## **CONSUMER COMPLAINTS**

If you have a complaint, first contact ADP Payroll Services, Inc., a licensed money transmitter, who is providing certain services related to your ALINE Card, at 866-474-9330. If you still have an unresolved complaint regarding our money transmission product or service, please direct your complaint to the appropriate agency.

### ***Alaska cardholders see below for information about filing complaints about our money transmission product or service:***

If you have any complaints regarding money transmission activities, please contact The State of Alaska Department of Commerce. Complaints must be written and signed. No telephone complaints.

State of Alaska

Division of Banking & Securities

550 W. 7th Avenue, Suite 1850

Anchorage, Alaska 99501

Website: [http://www.dced.state.ak.us/bsc/mortgagelicensing/PDF/Complaint\\_Form.pdf](http://www.dced.state.ak.us/bsc/mortgagelicensing/PDF/Complaint_Form.pdf)

### ***Arizona cardholders see below for information about filing complaints about our money transmission product or service:***

If you have any complaints regarding money transmission activities, please direct your complaint to the Arizona Department of Financial Institutions at:

Arizona Department of Financial Institutions

2910 North 44<sup>th</sup> Street, Suite 310

Phoenix, Arizona, 85018

### ***Arkansas cardholders see below for information about filing complaints about our money transmission product or service:***

If you have any complaints regarding money transmission activities, please direct your complaint to the Arkansas Securities Department at:

Heritage West Building, Suite300

201 East Markham Street

Little Rock, Arkansas 72201-1692

Telephone: (800) 981-4429

### ***California cardholders see below for information about filing complaints about our money transmission product or service:***

If you have any complaints regarding money transmission activities, please contact the California Department of Business Oversight at:

**Department of Business Oversight**

**Attn: Consumer Services**

**1515 K Street, Suite 200**

**Sacramento, CA 95814**

**Telephone: (866) 275-2677**

**Email: [consumer.complaint@dbo.ca.gov](mailto:consumer.complaint@dbo.ca.gov)**

### ***Colorado cardholders see below for information about filing complaints about our money transmission product or service:***

If there are questions or concerns regarding a transaction with ADP Payroll Services, Inc., please contact the Colorado Division of Banking at 303-894-7575 or by mail at:

Colorado Division of Banking

1560 Broadway, Suite 975

Denver, Colorado 80202

Consumer complaints must be submitted in writing, providing as much detail as possible. Please include the following information:

- The name of the institution and the name of any person(s) at the institution with whom the complainant has had contact. Include telephone number(s) and addresses.

- A complete description of the complaint and any efforts that have been made to resolve the complaint directly with the institution.
- Copies of any available documentation supporting the complaint and efforts toward resolution.
- Any suggestions regarding a preferred resolution of the complaint.

***Florida cardholders see below for information about filing complaints about our money transmission product or service:***

If you have any complaints regarding money transmission activities, please download and submit your complaint form to the Florida Office of Financial Regulations at:

Florida Office of Financial Regulation Division of  
Consumer Finance Consumer Assistance Group 200 E.  
Gaines Street  
Tallahassee, FL 32399-0381  
Telephone: (850) 410-9805 Website:  
<http://www.flofr.com>

***Georgia cardholders see below for information about filing complaints about our money transmission product or service:***

Department of Banking and Finance for the State of Georgia  
2990 Brandywine Road, Suite 200  
Atlanta, Georgia 30341  
Telephone: (770) 986-1633

***Maryland cardholders see below for information about filing complaints about our money transmission product or service:***

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding ADP Payroll Services, Inc., License No. 9129 at

Commissioner of Financial Regulation,  
Attention Consumer Services Unit, 500  
North Calvert Street, Suite 402,  
Baltimore, Maryland 21202 by  
phone at 888-784-0136  
or email: [CFRComplaints@dlr.state.md.us](mailto:CFRComplaints@dlr.state.md.us)

***Minnesota cardholders see below for information about filing complaints about our money transmission product or service:***

If you have any complaints regarding money transmission activities, please download and submit your complaint form to the Minnesota Department of Commerce at:

State of Minnesota Department of  
Commerce  
Division of Financial Institutions  
85 7th Place East, Suite 500  
St. Paul, Minnesota 55101-2198 Telephone:  
(800) 657-3602

***New Jersey cardholders see below for information about filing complaints about our money transmission product or service:***

Consumer complaints may be submitted in writing by mail, by telephone, by fax, in person or by accessing the website: New

Jersey Department of Banking & Insurance Consumer Inquiry and Case Preparation Unit  
P.O. Box 471  
Trenton, New Jersey 08625-0471  
Telephone: 609-292-7272 or 1-800-446-7467 (Consumer Hotline)  
Fax: 609-777-0508  
Website: <http://www.state.nj.us/dobi/consumer.htm>

***New York cardholders see below for information about filing complaints about our money transmission product or service:***

Inquiries or complaints must be submitted on-line through the consumer complaint form. Electronic copies of supporting documents can be uploaded when you submit your complaint. Supporting documents may also be sent by mail or fax. Please include your file number you received when you submitted your complaint.

***New York State Department of Financial Services Consumer Assistance Unit***

One Commerce Plaza Albany, NY 12257 Fax:  
212-480-6282

Website: <http://www.dfs.ny.gov>

***Rhode Island cardholders see below for information about filing complaints about our money transmission product or service:***

As an entity that conducts money transmission activities in Rhode Island, ADP Payroll Services, Inc. is required by law to be licensed by the Rhode Island Department of Business Regulation (“Department”) pursuant to R.I. Gen.

Laws §§ 19-14-1 *et seq.* The Department will accept all questions or complaints from Rhode Island residents regarding ADP Payroll Services, Inc. at:

Attn: Division of Banking  
Rhode Island Department of Business Regulation  
1511 Pontiac Avenue, Bldg 68-2  
Cranston, Rhode Island 02920  
Phone: (401) 462-9503  
<http://www.dbr.ri.gov/questioncomplaints/>

This Card is issued by the Central National Bank and Trust Co. of ENID, member FDIC. The Comptroller of the Currency is the federal governmental entity responsible for regulation, charter and oversight of national banks and may be contacted at:

Attn: OCC Customer Assistance Group  
Comptroller of the Currency  
1301 McKinney Street, Suite 3450  
Houston, TX 77010-9050  
Phone: 800-613-6743 (Toll Free)  
713-658-0340 (TDD)  
Hours: 8 a.m. - 8 p.m., Eastern, Monday - Friday  
Fax: 713-336-4301

From and after October 1, 2014, the Consumer Financial Protection Bureau will be the federal governmental entity responsible for the regulation and oversight of the Central National Bank and Trust Co. of ENID and may be contacted at:

Consumer Financial Protection Bureau  
P.O. Box 4503  
Iowa City, Iowa 52244  
(855) 411-CFPB (2372)  
TTY/TDD (855) 729 -CFPB (2372)  
Fax (855) 237-2392  
Hours: 8 a.m. - 8 p.m. Eastern, Monday - Friday  
[www.consumerfinance.gov](http://www.consumerfinance.gov)

***Texas customers see below for information about filing complaints about our money transmission product or service:***

If you have a complaint, first contact the consumer assistance division of **ADP Payroll Services, Inc.** at **866-474-9330**, if you still have an unresolved complaint regarding the company’s money transmission activity, please direct your complaint to:

Texas Department of Banking Special Audits Division  
2601 North Lamar Boulevard  
Austin, Texas 78705-4294  
Toll Free #: (877)276-5554  
By e-mail: [msb@dob.texas.gov](mailto:msb@dob.texas.gov)  
Website: <http://www.dob.texas.gov>