

## **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 877-237-4321. 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  
PO Box 110807  
Juneau, Alaska 99811-0807  
Phone #: 1-888-925-2521 or 907-465-2521  
Email: [moneytransmitters@alaska.gov](mailto:moneytransmitters@alaska.gov)  
Website: [http://www.commerce.alaska.gov/web/portals/3/pub/Complaint\\_Form.pdf](http://www.commerce.alaska.gov/web/portals/3/pub/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, Suite 300  
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.

***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 Brandwine Road, Suite 200  
Atlanta, Georgia 30341  
Telephone: (770) 986-1633

***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>

***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@dllr.state.md.us](mailto:CFRComplaints@dllr.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 Fifth Third Bank, N.A., member FDIC. The Comptroller of the Currency is the federal governmental entity responsible for the 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 Fifth Third Bank, N.A., 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 **877-237-4321**, 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>