



State of Washington

DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF CONSUMER SERVICES

P.O. Box 41200 • Olympia, Washington 98504-1200
Telephone (360) 902-8703 • TDD (360) 664-8126 • FAX (360) 725-7827 • <http://www.dfi.wa.gov>

Consumer Complaint

We have found complaints can normally be resolved if the consumer contacts the company directly. If you have not already done so, please contact the company and attempt to resolve the problem. If direct contact is unsuccessful or you are not satisfied with the results, please fill out this form and send it, along with copies of the company's response and any other appropriate documentation, to the Division of Consumer Services. Your complaint will be promptly acknowledged, and you will be notified of the final disposition.

Public Records Disclosure Act:

The Washington Public Records Act (PRA), RCW 42.56, may require disclosure of a complaint after a file is closed. If you choose, you may keep your identifying information exempt from disclosure under the PRA by checking this box. Please note that this exemption does not necessarily restrict the release of your identifying information pursuant to a court order, subpoena, or during litigation.

Your Information:

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: (____) _____ - _____ Fax Number: (____) _____ - _____

Email Address: _____

Property Address in Question (if different from mailing address):

Property Address: _____

City: _____ State: _____ Zip: _____

Your Complaint is Against the Following Escrow Company:

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: (____) _____ - _____ Fax Number: (____) _____ - _____

Who You Contacted: _____

Escrow Information:

Escrow Number: _____ Amount Funded: _____

Lender: _____ Date Escrow Opened: _____

Purpose of Escrow (i.e., home purchase, refinance, commercial real estate, other, etc.):

Common Problems and Issues:

check all that apply:

- Closing Delay
- Disbursement Problems
- Escrow Instructions Not Followed
- Title Transfers Incorrect or Incomplete
- Other

Explain Your Complaint in Detail:

Please describe, in detail, the problem that you are having. Remember to include who, what, where, when, why and how the events transpired.

Disclosure of Complaint:

Please be advised that in order to process your complaint, the Division of Consumer Services may send a copy of your complaint to the Escrow Agent or subject of your complaint. In addition, your complaint is a "public record" that could be subject to disclosure under a public records disclosure request. Therefore, your complaint may be seen by other people.

Declaration:

By signing my name below, I declare, under penalty of perjury under the laws of the State of Washington that the information contained in this complaint is true and accurate and the information may be used to further investigate the complaint.

Date

Signature

Revised: 08/14/2007