



# **Consumer Response Center File Exchange (CRCFE) Training Manual**

**FEDERAL DEPOSIT INSURANCE CORPORATION**

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**Intended Audience: FDIC-Regulated Financial Institutions**

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## **Consumer Response Center 101**

### **Consumer Response Center File Exchange (CRCFE) Overview**

CRCFE provides a secure channel for financial institutions, state banking authorities and other organizations to conduct online business with the FDIC Consumer Response Center. CRCFE will be used to manage and respond to various inquiries and complaints received from the public involving FDIC-regulated institutions. Complaints and Inquiries can be received via email, web-forms, mail, and fax. CRCFE is built upon the Salesforce Community Platform, a cloud-based case management solution that allows users the ability to effectively manage the workflow of their cases.

## Logging into CRCFE

CRCFE is cloud-based which means FDIC-regulated institutions can access it through the Internet from the FDICconnect Business Center. This is a secure Internet channel for FDIC-regulated institutions.

To begin, open an internet browser page and enter the FDICconnect URL:

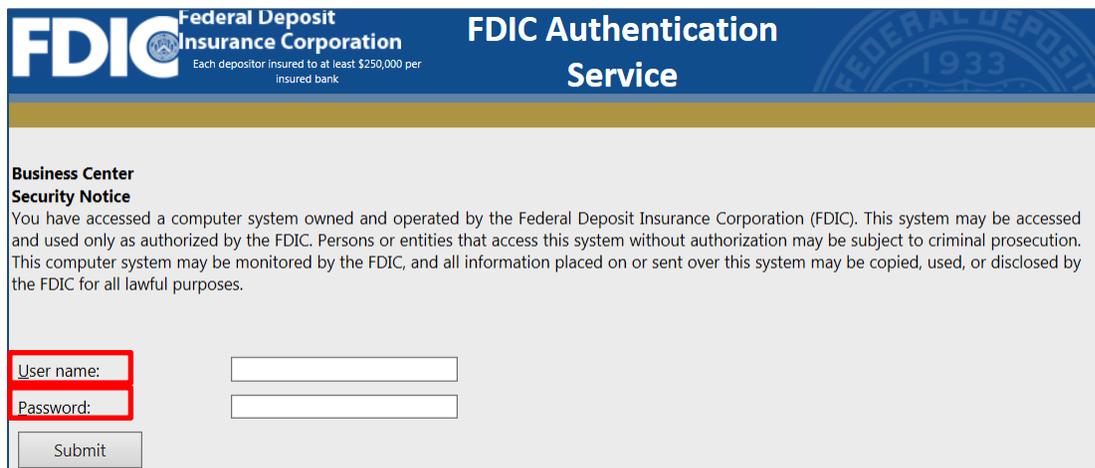
<https://www.fdicconnect.gov/index.asp>

Once you are on the FDICconnect Business Center page (below), click **Sign In**.



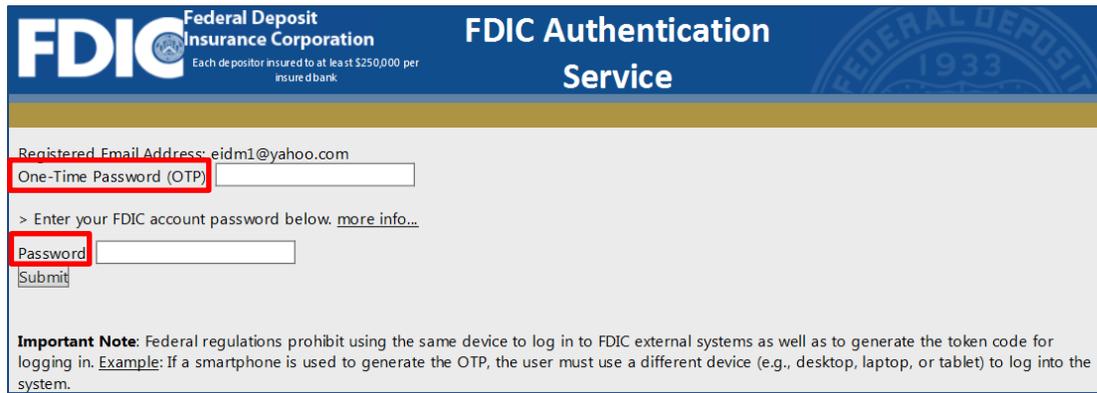
The screenshot shows the FDICconnect Business Center homepage. At the top, there is a blue header with the FDICconnect logo on the left and "FDIC Home | Contact" on the right. Below the header, the text "Federal Deposit Insurance Corporation" is centered. The main heading is "FDICconnect Business Center". Below this, a paragraph states: "The FDICconnect Business Center is the secure Internet channel for FDIC-insured institutions to conduct business and exchange information with the FDIC." To the right of this text is a logo for the Business Center, which features a classical building facade with columns and the words "BUSINESS CENTER" below it. On the left side, there are three links: "Sign In" (highlighted with a red box), "Forgot Password", and "Registration Overview". Below the "Sign In" link, it says "Already have a User ID, sign in." At the bottom of the page, a paragraph states: "The FDIC implemented a Registration System to register for access to the FDICconnect Business Center. The System allows for processing FDICconnect"

After clicking on Sign In, you will be directed to the first login screen of the authentication process. Enter your FDIC username and password.



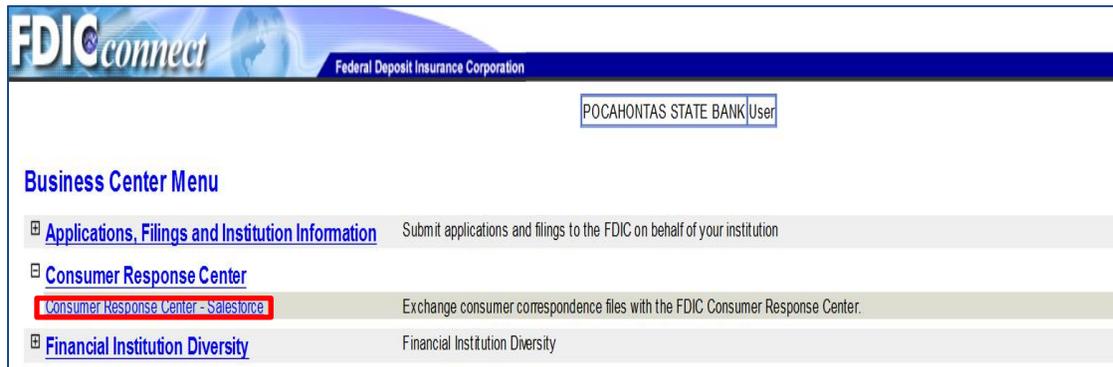
The screenshot shows the FDIC Authentication Service login screen. At the top, there is a blue header with the FDIC logo on the left, "Federal Deposit Insurance Corporation" in the middle, and "FDIC Authentication Service" on the right. Below the header, there is a gold horizontal bar. The main heading is "Business Center Security Notice". Below this, a paragraph states: "You have accessed a computer system owned and operated by the Federal Deposit Insurance Corporation (FDIC). This system may be accessed and used only as authorized by the FDIC. Persons or entities that access this system without authorization may be subject to criminal prosecution. This computer system may be monitored by the FDIC, and all information placed on or sent over this system may be copied, used, or disclosed by the FDIC for all lawful purposes." Below the notice, there are two input fields: "User name:" and "Password:", both highlighted with red boxes. Below these fields is a "Submit" button.

Next is the second login screen of the authentication process. Enter your one-time password (OTP) and your FDIC account password.



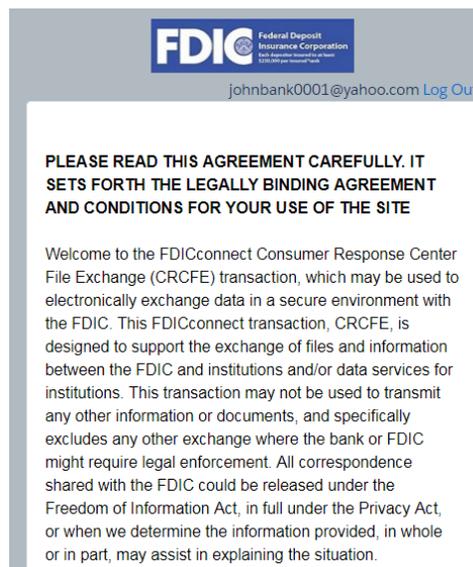
The image shows the FDIC Authentication Service login screen. At the top left is the FDIC logo with the text "Federal Deposit Insurance Corporation" and "Each depositor insured to at least \$250,000 per insured bank." To the right is the title "FDIC Authentication Service" and a circular seal with "FEDERAL DEPOSIT INSURANCE CORPORATION 1933". Below the header, the "Registered Email Address" is "eidm1@yahoo.com". There is a text input field for "One-Time Password (OTP)" and another for "Password". A "Submit" button is located below the password field. A link "> Enter your FDIC account password below. [more info...](#)" is positioned above the password field. An "Important Note" at the bottom states: "Federal regulations prohibit using the same device to log in to FDIC external systems as well as to generate the token code for logging in. Example: If a smartphone is used to generate the OTP, the user must use a different device (e.g., desktop, laptop, or tablet) to log into the system."

Click the expand box next to Consumer Response Center. Then click the Consumer Response Center link.



The image shows the FDICconnect Business Center Menu. The header includes the "FDICconnect" logo and "Federal Deposit Insurance Corporation". A user identifier "POCAHONTAS STATE BANK | User" is displayed. The menu items are: "Applications, Filings and Institution Information" (Submit applications and filings to the FDIC on behalf of your institution), "Consumer Response Center" (Exchange consumer correspondence files with the FDIC Consumer Response Center), and "Financial Institution Diversity" (Financial Institution Diversity). The "Consumer Response Center" item is highlighted with a red box, and its sub-link "Consumer Response Center - Salesforce" is also highlighted with a red box.

After reading and accepting the agreement, click next.



The image shows a legal agreement screen for the FDICconnect Consumer Response Center. At the top is the FDIC logo and "Federal Deposit Insurance Corporation" with "Each depositor insured to at least \$250,000 per insured bank." Below the logo is the user identifier "johnbank0001@yahoo.com" and a "Log Out" link. The main heading reads: "PLEASE READ THIS AGREEMENT CAREFULLY. IT SETS FORTH THE LEGALLY BINDING AGREEMENT AND CONDITIONS FOR YOUR USE OF THE SITE". The body text states: "Welcome to the FDICconnect Consumer Response Center File Exchange (CRCFE) transaction, which may be used to electronically exchange data in a secure environment with the FDIC. This FDICconnect transaction, CRCFE, is designed to support the exchange of files and information between the FDIC and institutions and/or data services for institutions. This transaction may not be used to transmit any other information or documents, and specifically excludes any other exchange where the bank or FDIC might require legal enforcement. All correspondence shared with the FDIC could be released under the Freedom of Information Act, in full under the Privacy Act, or when we determine the information provided, in whole or in part, may assist in explaining the situation."

## Consumer Response Center Home Page

When first logging in, the Consumer Response Center Home Page will appear. From this page, you can choose a list view to see a filtered list of cases, view specific cases, and access the Reports, FAQ, and HELP pages.

CASE NUMBER ↑	ACCOUNT NAME*	INITIAL BAN...	BANK RESPON...	TOTAL DAYS ...	CONSUMER NAME	STATUS
1	00954446	Bank of Anytown	7/9/2019	5	Tim Southee	In Review
2	00954450	Bank of Anytown	7/14/2019	0	Tim Southee	In Review
3	00954451	Bank of Anytown	7/14/2019	0	Tim Southee	In Review

 The Home page automatically defaults to the “Pending Response” list view. Cases listed here require Bank action.

 Any field in blue is a hyperlink that can be opened and viewed by clicking on it

 The search field will only find cases appearing on the current list. It will not find a case if it is not on the list.

Options to view Bank User information can be found in the top right corner. Click the drop down arrow and navigate to areas such as Home, My Profile, My Bank, and Logout.

CASE NUMBER ↑	ACCOUNT NAME*	INITIAL BAN...	BANK RESPON...	TOTAL DAYS ...	CONSUMER NAME	STATUS
1	00954446	Bank of Anytown	7/9/2019	5	Tim Southee	In Review
2	00954450	Bank of Anytown	7/14/2019	0	Tim Southee	In Review
3	00954451	Bank of Anytown	7/14/2019	0	Tim Southee	In Review

## Case List Views

On the home page, click on the drop down arrow and choose a list view to see a filtered list of Cases. The available list views are:

- **All Cases** displays all the available cases involving the Bank, including cases that are open, closed, pending bank response, and already have a bank response submitted.
- **Closed Cases (90 days)** displays all cases closed within the past 90 days. Cases can be viewed and case files can be downloaded within those 90 days.
- **Open Cases** displays all open cases that have already been responded to by the Bank. Once a response is submitted, the case will move from Pending Response list view to Open Case list view. Open Cases can be viewed but no updates or responses can be submitted.
- **Pending Response** displays all cases requiring an update or response from the Banks.

CASE...	ACCOUNT N...	INITIAL BANK ...	DUE D...	TOT...	STATUS	CONSUMER NAME	DATE/TIME OPE...	
1	<a href="#">00954355</a>	Bank of Anytown	5/3/2019 11:38 AM	6/9/2019	23	Initial Processing	Tim Southee	4/10/2019 10:37 AM
2	<a href="#">00954356</a>	Bank of Anytown		4/24/2019	0	New	Tim Southee	4/10/2019 11:31 AM

Click on a case number (highlighted in blue) link to open and view it.

CASE...	ACCOUNT N...	INITIAL BANK ...	DUE D...	TOT...	STATUS	CONSUMER NAME	DATE/TIME OPE...	
1	<a href="#">00954355</a>	Bank of Anytown	5/3/2019 11:38 AM	6/9/2019	23	Initial Processing	Tim Southee	4/10/2019 10:37 AM
2	<a href="#">00954356</a>	Bank of Anytown		4/24/2019	0	New	Tim Southee	4/10/2019 11:31 AM
3	<a href="#">00954357</a>	Bank of Anytown		4/24/2019	0	New	Tim Southee	4/10/2019 4:14 PM
4	<a href="#">00954358</a>	Bank of Anytown	4/12/2019 2:51 PM	6/11/2019	0	In Review		4/12/2019 2:47 PM

## Case Details Page

The Case details page will open when you click on the case link and will show information related to the Case such as the Bank information, the FDIC Case Owner, and the Consumer who voiced a concern. On this page, you can provide a response, update case information, download document(s) from FDIC, upload files, make edits to the file details, view case related accounts and provide and view community case comments.

**CONSUMER RESPONSE CENTER**

Case details and associated files for the case you selected are included below. To download a file, click on the download icon next to the File Name.

 <b>Case Information</b>	
Case Number	00954446
Initial Bank Responded Date 	
Days Until Bank Response Due	15
Bank Response Due Date	7/9/2019
Total Days at Bank 	5
Status	In Review
Created Date	6/19/2019 11:41 AM
Appeal	<input type="checkbox"/>
Fair Lending	<input type="checkbox"/>
OLA # 	

 <b>Bank Information</b>	
Bank Name	Bank of Anytown
Bank Cert #	9191919
Address	ABC Street

 <b>FDIC Case Owner Information</b>	
Name	Lynn Argueta
Phone	

 <b>Consumer Information</b>	
Name	Tim Southee
Phone	(703) 555-5555
Address	123 Place Ashburn VA 20103

### Files Submitted by FDIC

Actions	File Name	Document Category	Submitted By Date	Downloaded By Date
	FDICImage - Copy		Karen Porter May 13, 2019	*** File Not Downloaded
	FDICconnect_HEADER_V2		Karen Porter May 13, 2019	*** File Not Downloaded
	[[#N*G*--]]		Karen Porter May 13, 2019	*** File Not Downloaded
	FDICconnectHeaderImage		Karen Porter May 13, 2019	AnytownUser1 BankUser May 13, 2019

### Files Submitted by Bank

Actions	File Name	Document Category	Submitted By Date
	FAQ2		Anytown BankUser May 13, 2019
	[[#N*G*--]]		Anytown BankUser May 13, 2019

[Back to List](#)

### Case Related Accounts (2)

ACCOUNT NAME	ENTITY TYPE	CREATED BY	LAST MODIFIED BY
<a href="#">TestTest</a>	Third Party	<a href="#">Karen Porter</a>	<a href="#">Karen Porter</a>
<a href="#">TestAccount</a>	Non-Bank	<a href="#">Karen Porter</a>	<a href="#">Karen Porter</a>

[View All](#)

Comments serve as a method for exchanging messages between the FDIC Case Owner and the Bank and should not contain proprietary information. Your comment to the FDIC will become part of the permanent case record and could be released under the Freedom of Information Act, in full under the Privacy Act or when we determine the information provided, in whole or in part, may assist in explaining the situation.

### Community Case Comments (2) [New](#)

USER	PUBLIC	CREATED DATE	COMMENT
<a href="#">Karen Porter</a>	<input checked="" type="checkbox"/>	5/13/2019 10:55 AM	Case Comment TEST 2
<a href="#">Anytown BankUser</a>	<input checked="" type="checkbox"/>	5/13/2019 10:50 AM	New Case Comment TEST1

[View All](#)

Last Updated: 05/04/2018

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[Freedom of Information Act \(FOIA\) Service Center](#) | [FDIC Open Government Whitepage](#) | [No FEAR Act Data](#)

## Case Information

 Case Information	
Case Number	00954446
Initial Bank Responded Date 	
Days Until Bank Response Due	15
Bank Response Due Date	7/9/2019
Total Days at Bank 	5
Status	In Review
Created Date	6/19/2019 11:41 AM
Appeal	<input type="checkbox"/>
Fair Lending	<input type="checkbox"/>
OLA # 	

- *Case Number* is generated by the system.
- *Initial Bank Responded Date* will display the date the bank's response is received.
- *Days Until Bank Response Due* will indicate the number of days the bank has left to respond to the CRC regarding a case
- *Bank Response Due Date* indicates the dates the bank's response is due
- *Total Days at Bank* is the amount of days that the case has been with the bank (including the initial contact and all the additional follow-ups).
- *Status* indicates at what stage the case is at with the CRC (e.g. New, In Review, Closed).
- *Created Date* will reflect when the case was created. This may or may not be the same as the received date.
- *Appeal* indicates the consumer previously wrote to the CRC regarding the issue.
- *Fair Lending* indicates the case involves a discrimination complaint.
- *OLA #* is the case number received from the Office of Legislative Affairs. The Bank's response to an OLA case should never be sent directly to the consumer.

## Bank Information

**Bank Information**  
Bank Name  
Bank of Anytown  
Bank Cert #  
987654  
Address

- *Bank Information* provides bank related information such as Bank Name, the Bank Cert #, and the Bank Address

## FDIC Case Owner Information

**FDIC Case Owner Information**  
Name  
Karen Porter  
Phone  
(816) 234-8019

- *FDIC Case Owner Information* provides the name and contact number of the specialist that is handling the case

## Consumer Information



### Consumer Information

Name  
John Doe

---

Phone

---

Address  
1100 Walnut  
Kansas City MO 64106

---

- *Name* reflects the name of the consumer
- *Phone* reflects the telephone provided by the consumer
- *Address* provides the Consumer's mailing address

## Files Submitted by FDIC

Files Submitted by FDIC				
Actions	File Name	Document Category	Submitted By Date	Downloaded By Date
	Test special characters!!!!	Additional Consumer Correspondence	Karen Porter May 15, 2019	*** File Not Downloaded
	links%#	Original Correspondence	Karen Porter May 15, 2019	*** File Not Downloaded
	Additional Information Request (1)	Additional Information Request #1	Karen Porter May 15, 2019	*** File Not Downloaded
	Bank Contact	Supporting Documentation	Karen Porter May 15, 2019	*** File Not Downloaded

- *Actions* will allow the Bank to download the file
- *File Name* is the Name the CRC gave to the document.
- *Document Category* notifies the Bank of the type of document.
- *Submitted By Date* will reflect the CRC user who made the document viewable and the date the document was made viewable.
- *Downloaded by Date* will reflect the Bank user who downloaded the document and the date they completed that action.

## Downloading Documents

Files Submitted by FDIC				
Actions	File Name	Document Category	Submitted By Date	Downloaded By Date
	Test special characters!!!!	Additional Consumer Correspondence	Karen Porter May 15, 2019	Anytown BankUser Jun 5, 2019
	links%#	Original Correspondence	Karen Porter May 15, 2019	*** File Not Downloaded

- *Actions* will appear once a document has been uploaded. This will allow the Bank to download the file.
- *File Name* will reflect the name the CRC assigned to the document.
- *Document Category* notifies the Bank of the type of document.
- *Submitted By Date* will reflect the CRC user who made the document viewable and the date the document was made viewable.
- *Downloaded By Date* will reflect the Bank user who downloaded the file and the date the file was downloaded.

If the Downloaded By/Date column is empty the file needs to be downloaded by the Bank. The Downloaded by information will be completed once the Bank downloads the file. Click the icon under “Actions” to download a file (**Note:** Make sure to download any files from the FDIC). The Bank will not be able to submit a response if it has not downloaded the documents first.

## Files Submitted By Bank

Files Submitted by Bank			
Actions	File Name	Document Category	Submitted By Date
<p>Upload Attachments</p> <p> Or drop files</p> <p><b>Note:</b> Once you have uploaded all the files, please click the <b>Provide Response</b> button to submit the response.</p>			
<p><a href="#">▶ Provide Response</a> <a href="#">☰ Back to List</a></p>			

- *Actions* button will appear once a document has been uploaded. This will allow the Bank to add a description and document category for the document it uploaded.
- *File Name* will reflect the name the Bank assigned to the uploaded document.
- *Document Category* notifies the CRC of the type of document.
- *Submitted By Date* will reflect the Bank user who made the document viewable and the date the document was made viewable.

## Uploading Documents

Actions	File Name	Document Category	Submitted By Date
 	test.docx		John Bank Mar 15, 2019

Upload Attachments

 Or drop files

Note: Once you have uploaded all the files, please click the Provide Response button to submit the response.

Click  Or drop files to upload a file from your computer (**Note:** Attach all relevant bank response files before providing a response).

Click  under “Actions” to make an edit to the file details.

### Edit File Information

Title \_\_\_\_\_

Commands \_\_\_\_\_

Created Date  
1/18/2019 7:47 AM

Document Category  
Account Agreements/Contract - FCX

Description  
Description goes here




- Use the “Document Category” field drop down to choose the type of document category for the file uploaded.
- Provide further details/info in the “Description” field.
- Click the Save button.

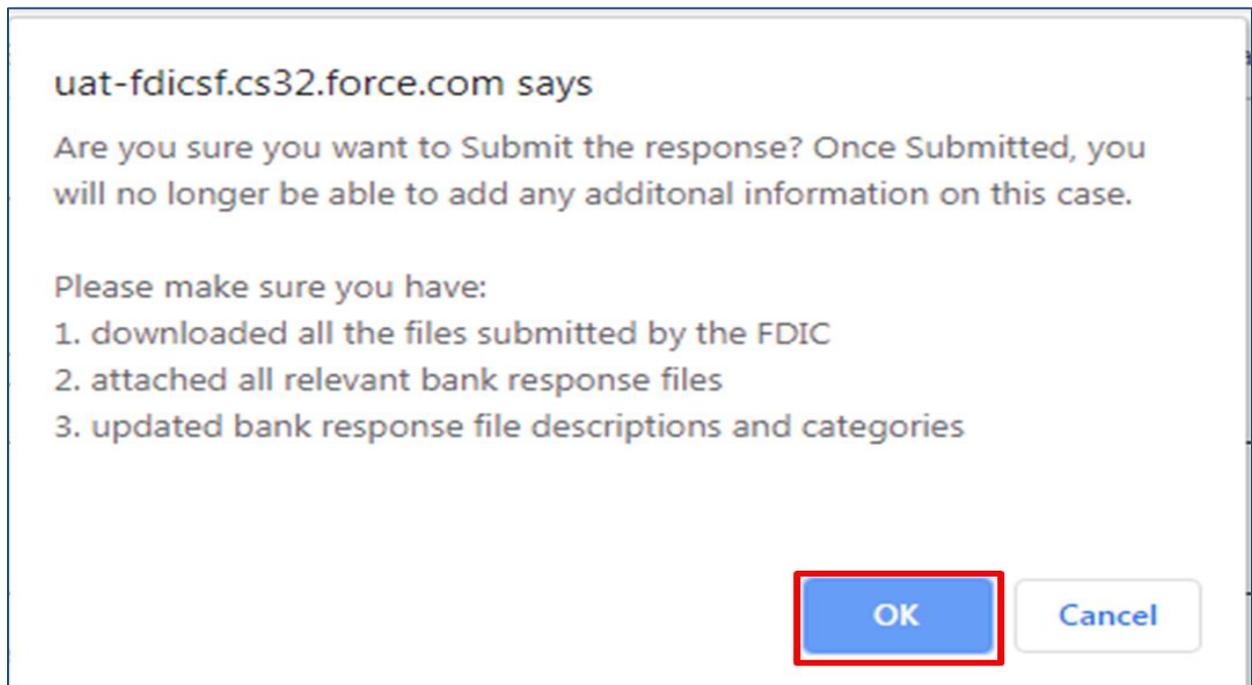
The updated information will be noted on the previous screen and you will receive a pop up message:



## Providing a Response



Click the “Provide Response” button to submit the response. Response will not be submitted until the “Provide Response” button is clicked. Do not click Provide Response until you have uploaded all applicable documents. Once you have clicked Provide Response, the following message will appear.



Click OK if you have completed uploading documents.



If you find you have additional documents to provide after clicking Provide response, contact the FDIC Case Owner to have the case reopened so you can the additional information.



You will not be able to provide a response if you did not download the case documents

The following pop up will appear confirming the documents were uploaded:



 You will not be able to provide additional documents after you have provided your response until the CRC sends you an additional information request.

## Case Related Accounts

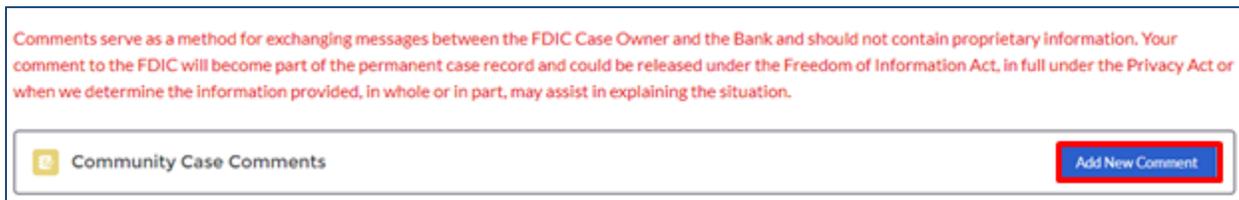
The Case Related Accounts section lists the Third Party Provider(s) and/or Non-Bank Entity(ies) associated with the case. This information will be entered by the CRC and is not editable by the Bank.

Case Related Accounts (1)			
ACCOUNT NAME	ENTITY TYPE	CREATED BY	LAST MODIFIED BY
<a href="#">Lending Club</a>		Karen Porter	Karen Porter

[View All](#)

## Community Case Comments

Below is the *Community Case Comments* section. This is used for exchanging messages between the FDIC Case Owner and the Bank and should not contain proprietary information. The messages are limited to 250 characters. Registered Bank users will get a notification email stating that case comments have been posted to the case for review anytime the FDIC Case Owner posts a comment. Similarly, the CRC Case Owner will receive an email notification anytime the Bank posts a comment. It is necessary to go into the system and directly into the specific case to view the comments.



Click "Add New Comment" button on the Community Case comments section to provide comments. The Community Case Comment box will open.

### New Case Comment

\* Required field with a maximum length of 255 characters

enter any comments here ...

Cancel
Save

Provide comment(s) in the box and then click the “Save” button (Email will be automatically sent to Case Owner notifying that a case has been posted to the case). You will receive the following notification when the CRC responds to your comment:

\*\*\*NEW CASE COMMENT FROM CRC NOTIFICATION\*\*\*

The CRC has posted a new case comment to the below case. Please access the case to review the comment and respond, if applicable.

Case #: 00966483  
 Bank: [Bank of Anytown](#)  
 Contact Name: John Doe

Thank you,  
 EPIC Admin

## Reports

FDIC

connect

ANYTOWN ...

HOME
REPORTS
FAQ
HELP

### CONSUMER RESPONSE CENTER

#### REPORTS

Report List

REPORT NAME	DESCRIPTION
All Cases Regarding a Follow-up Response	All Cases Regarding a Follow-up Response
All Cases Responded for a Specific Time	All Cases Responded to for a Specific Time Frame
All Cases with Related Account Info	All Cases with Related Account Info grouped by case related account.
All Congressional Cases Responded to	All Congressional Cases Responded to for a Specific Time Frame
All Fair Lending Cases Responded to	All Fair Lending Cases Responded to for a Specific Time Frame
Cases with Related Acct grouped by Acct	Report For all cases with related Account grouped by Account Name

The Reports page contains the following different reports that the Bank can run.

- *All Cases Regarding a Follow-up Response* displays all cases closed within the past 90 days in which the Bank provided and/or is being asked to provide a follow-up response.
- *All Cases Responded to for a Specific Time* displays all cases responded to for a specific timeframe.
- *All Cases with Related Account Info* displays all cases with related account info grouped by case related account.
- *All Congressional Cases Responded to* displays all congressional cases closed within the past 90 days.
- *All Fair Lending Cases Responded to* displays all discrimination cases closed within the past 90 days.
- *Cases with Related Acct grouped by Acct* displays a report for all cases with related account grouped by account name.

## Running a Report

To run a report, click on the link for the report you would like to run.

REPORTS	
REPORT NAME	DESCRIPTION
<a href="#">All Cases Regarding a Follow-up Response</a>	All Cases Regarding a Follow-up Response
<a href="#">All Cases Responded for a Specific Time</a>	All Cases Responded to for a Specific Time Frame
<a href="#">All Cases with Related Account Info</a>	All Cases with Related Account Info grouped by case related account.
<a href="#">All Congressional Cases Responded to</a>	All Congressional Cases Responded to for a Specific Time Frame
<a href="#">All Fair Lending Cases Responded to</a>	All Fair Lending Cases Responded to for a Specific Time Frame
<a href="#">Cases with Related Acct grouped by Acct</a>	Report For all cases with related Account grouped by Account Name

The report will appear. Click on the funnel icon to change the report filters.

REPORT  
All Cases Responded for a Specific Time

Total Records  
15

ACCOUNT NAME	BANK CERT #	CASE NUMBER	INITIAL BANK RESPONDED DATE	DAYS UNTIL DUE DATE	TOTAL DAYS AT BANK NO FOLLOW-UP	STATUS	DATE/TIME OPENED	APPEAL	FAIR LENDING	OLA #	CASE OWNER	CONTACT NAME
Bank of Anytown	987,654	01007283	5/13/2019 10:50 AM	0	0	Closed	5/13/2019 10:46 AM	X	X	-	Karen Porter	Consumer User
Bank of Anytown	987,654	01007290	5/17/2019 8:52 AM	-5	0	In Review	5/17/2019 8:44 AM	X	X	-	Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987,654	01007310	5/22/2019 11:45 AM	0	14	In Review	5/22/2019 11:43 AM	X	X	-	Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987,654	01007299	5/22/2019 8:58 AM	0	0	In Review	5/22/2019 8:56 AM	X	X	-	Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987,654	01007292	5/21/2019 6:23 PM	-1	0	In Review	5/21/2019 6:13 PM	X	X	-	Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987,654	01007285	5/15/2019 9:11 AM	-5	0	In Review	5/14/2019 9:33 PM	✓	X	-	Karen Porter	John Smith

Click on Done, then Apply once you have made changes to have the report updated with the changes:

Calendar: JANUARY 2018

Buttons: Cancel, Apply

Show Me: All cases

Initial Bank Responded Date: Custom (Jan 1, 2019 - Jun 30, 2019)

Locked Filters: Initial Bank Responded Date not equal to ""

The updated report will appear:

**CONSUMER RESPONSE CENTER**

REPORT  
**All Cases Responded for a Specific Time**

Total Records  
15

ACCOUNT NAME	BANK CERT #	CASE NUMBER	INITIAL BANK RESPONDED DATE	DAYS UNTIL DUE DATE	TOTAL DAYS AT BANK NO FOLLOW-UP	STATUS	DATE/TIME OPENED	APPEAL
Bank of Anytown	987,654	01007283	5/13/2019 10:50 AM	0	0	Closed	5/13/2019 10:46 AM	X
Bank of Anytown	987,654	01007290	5/17/2019 8:52 AM	-5	0	In Review	5/17/2019 8:44 AM	X
Bank of Anytown	987,654	01007310	5/22/2019 11:45 AM	0	14	In Review	5/22/2019 11:43 AM	X
Bank of Anytown	987,654	01007299	5/22/2019 8:58 AM	0	0	In Review	5/22/2019 8:56 AM	X
Bank of Anytown	987,654	01007292	5/21/2019 6:23 PM	-1	0	In Review	5/21/2019 6:13 PM	X
Bank of Anytown	987,654	01007285	5/15/2019 9:11 AM	-5	0	In Review	5/14/2019 9:33 PM	✓
Bank of Anytown	987,654	01007286	4/12/2019 12:00 PM	2	23	In Review	5/14/2019 9:43 PM	X

Cancel Apply

Show Me  
All cases

Initial Bank Responded Date  
Custom  
(Jan 1, 2019 - Jun 30, 2019)

**Locked Filters**

Initial Bank Responded Date not equal to ""

To print the report, click Export.

**CONSUMER RESPONSE CENTER**

REPORT  
**All Cases Responded for a Specific Time**

Total Records  
15

ACCOUNT NAME	BANK CERT #	CASE NUMBER	INITIAL BANK RESPONDED DATE	DAYS UNTIL DUE DATE	TOTAL DAYS AT BANK NO FOLLOW-UP	STATUS	DATE/TIME OPENED	APPEAL	FAIR LENDING	OLA #	CASE OWNER	CONTACT NAME
Bank of Anytown	987,654	01007283	5/13/2019 10:50 AM	0	0	Closed	5/13/2019 10:46 AM	X	X	-	Karen Porter	Consumer User
Bank of Anytown	987,654	01007290	5/17/2019 8:52 AM	-5	0	In Review	5/17/2019 8:44 AM	X	X	-	Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987,654	01007310	5/22/2019 11:45 AM	0	14	In Review	5/22/2019 11:43 AM	X	X	-	Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987,654	01007299	5/22/2019 8:58 AM	0	0	In Review	5/22/2019 8:56 AM	X	X	-	Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987,654	01007292	5/21/2019 6:23 PM	-1	0	In Review	5/21/2019 6:13 PM	X	X	-	Malhar Patel	AnytownUser1 BankUser

Export

You will be provided with two different ways you can export the report:

### Export

**Export View**

**Formatted Report**

Export the report as it appears in Salesforce, including the report header, groupings, and filter details.

**Details Only**

Export only the detail rows. Use this to do further calculations or for uploading to other systems.

Format

Excel Format .xlsx
▼

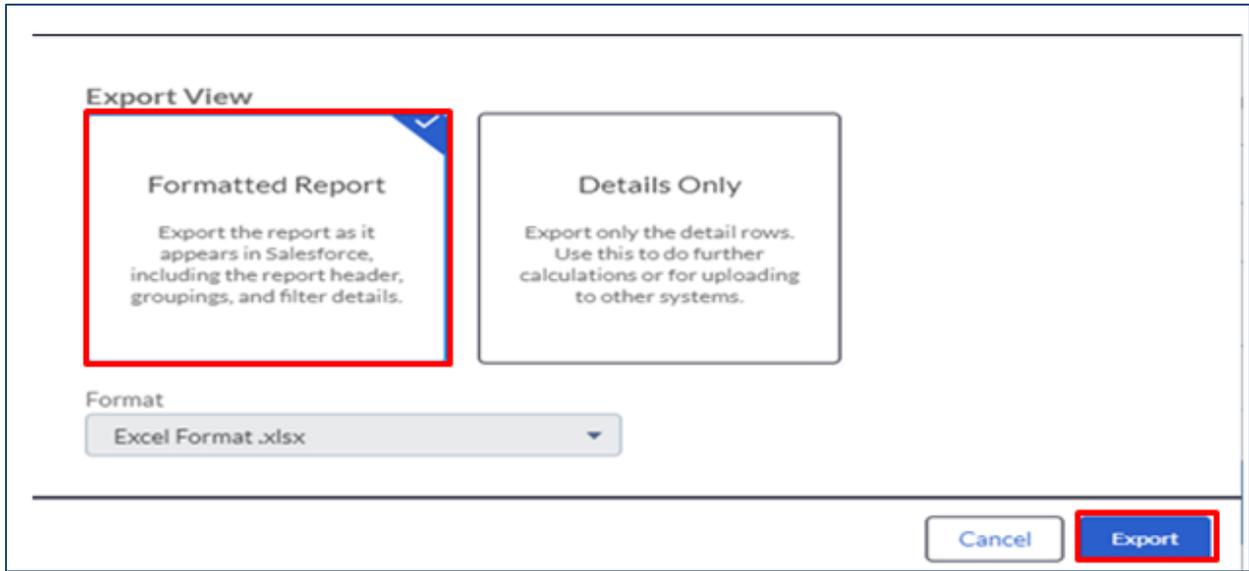
Cancel
Export

## Formatted Report

A formatted report will look like this:

All Cases Responded for a Specific Time												
As of 2019-06-05 13:50:11 • Generated by Anytown BankUser												
<p><b>Filtered By</b></p> <p>Date Field: Initial Bank Responded Date equals Current and Previous FQ (1/1/2019 to 6/30/2019)</p> <p>Show: All cases</p> <p>Units: Hours</p> <p>Initial Bank Responded Date not equal to</p>												
Account Name	Bank Cert #	Case Number	Initial Bank Responded Date	Days Until Due Date	Total Days At Bank No Follow-up	Status	Date/Time Opened	Appeal	Fair Lending	OLA #	Case Owner	Contact Name
Bank of Anytown	987654	01007283	5/13/2019 10:50 AM	0	0	Closed	5/13/2019 10:46 AM	FALSE	FALSE		Karen Porter	Consumer User
Bank of Anytown	987654	01007290	5/17/2019 8:52 AM	-5	0	In Review	5/17/2019 8:44 AM	FALSE	FALSE		Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987654	01007310	5/22/2019 11:45 AM	0	14	In Review	5/22/2019 11:43 AM	FALSE	FALSE		Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987654	01007299	5/22/2019 8:58 AM	0	0	In Review	5/22/2019 8:56 AM	FALSE	FALSE		Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987654	01007292	5/21/2019 6:23 PM	-1	0	In Review	5/21/2019 6:13 PM	FALSE	FALSE		Malhar Patel	AnytownUser1 BankUser

To print a formatted report, click on Formatted Report. Click on Export.



The report will download to your computer. Click on the document to open the report



Once the report is open you can format it to your preference and print it:

All Cases Responded for a Specific Time  
As of 2019-06-12 22:15:20 • Generated by Bank of Anytown user

Filtered By  
Date Field: Initial Bank Responded Date equals Custom (1/1/2019 to 6/30/2019)  
Show: All cases  
Units: Hours  
Initial Bank Responded Date not equal to

Account Name	Bank Cert #	Case Number	Initial Bank Responded Date	Days Until Due Date	Total Days At Bank No Follow-up	Status	Date/Time Opened	Appeal	Fair Lending	OLA #	Case Owner	Contact Name
Bank of Anytown	1	01069522	6/11/2019 3:53 PM	58	0	In Review	5/10/2019 12:51 PM	FALSE	FALSE		Karen Porter	John Smith
Bank of Anytown	1	01096543	6/12/2019 12:16 PM	14	0	In Review	5/12/2019 12:08 PM	FALSE	FALSE		Karen Porter	Jane Doe
Bank of Anytown	1	01069527	6/11/2019 12:08 PM	59	0	Finalizing	5/11/2019 11:11 AM	FALSE	FALSE		Karen Porter	Mary Smith
Bank of Anytown	1	01096544	6/12/2019 12:36 PM	14	0	In Review	5/12/2019 12:25 PM	FALSE	FALSE		Karen Porter	John Doe
Bank of Anytown	1	01069524	6/11/2019 9:59 AM	0	0	Closed	6/11/2019 8:31 AM	FALSE	FALSE		Karen Porter	Jane Smith
<b>Total</b>	Count	5										

## Details Only Report

A detailed only report will look like this:

Account Name	Bank Cer	Case Numbr	Initial Bank Responded Da	Days Until Due Da	Total Days At Bank No Follow-u	Status	Date/Time Open	Appe	Fair Lend	OLA	Case Own	Contact Name
Bank of Anytown	987654	01007283	5/13/2019 10:50	0	0	Closed	5/13/2019 10:46	0	0		Karen Porter	Consumer User
Bank of Anytown	987654	01007290	5/17/2019 8:52	-5	0	In Review	5/17/2019 8:44	0	0		Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987654	01007310	5/22/2019 11:45	0	14	In Review	5/22/2019 11:43	0	0		Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987654	01007299	5/22/2019 8:58	0	0	In Review	5/22/2019 8:56	0	0		Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987654	01007292	5/21/2019 18:23	-1	0	In Review	5/21/2019 18:13	0	0		Malhar Patel	AnytownUser1 BankUser
Bank of Anytown	987654	01007285	5/15/2019 9:11	-5	0	In Review	5/14/2019 21:33	1	0		Karen Porter	John Smith
Bank of Anytown	987654	01007286	4/12/2019 12:00	2	23	In Review	5/14/2019 21:43	0	0	OLA-123	Karen Porter	John Doe

To print a formatted report, click on Details only. Click on Export.

**Export View**

**Formatted Report**

Export the report as it appears in Salesforce, including the report header, groupings, and filter details.

**Details Only**

Export only the detail rows. Use this to do further calculations or for uploading to other systems.

Format: Excel Format .xls

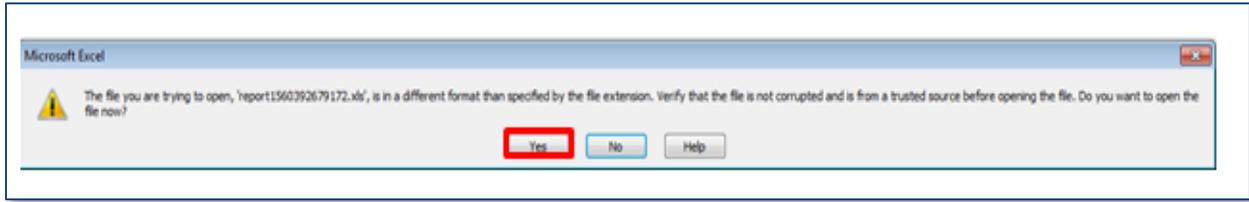
Encoding: ISO-8859-1 (General US & Western Europe)

Cancel
Export

The report will be downloaded to your computer. Click on the report link to open the report:



The following pop-up will appear, click Yes:



The report will open. You can format the report to your preference and print it.

A	B	C	D	E	F	G	H	I	J	K	L	M
Account Name	Bank Cer	Case Numb	Initial Bank Responded Da	Days Until Due Da	Total Days At Bank No Follow-U	Status	Date/Time Open	Appe	Fair Lendi	OLA	Case Owne	Contact Nan
Bank of Anytown	1	01069522	6/11/2019 15:53	58	0	In Review	6/10/2019 12:51	0	0		Karen Porter	John Smith
Bank of Anytown	1	01096543	6/12/2019 12:16	14	0	In Review	6/12/2019 12:08	0	0		Karen Porter	Mary Smith
Bank of Anytown	1	01069527	6/11/2019 12:08	59	0	Finalizing	6/11/2019 11:11	0	0		Karen Porter	Jane Doe
Bank of Anytown	1	01096544	6/12/2019 12:36	14	0	In Review	6/12/2019 12:25	0	0		Karen Porter	John Doe
Bank of Anytown	1	01069524	6/11/2019 9:59	0	0	Closed	6/11/2019 8:31	0	0		Karen Porter	Jane Smith

## Email Notifications Sent By CRC to the Bank

The CRC will send an email notification to the Bank each time there is a document to download such as New Consumer Case Notification, Additional Correspondence Received on New Case Notification, Additional Request Notification, etc.

## New Consumer Case Notification

The CRC will send this notification to the Bank when a new case is established for the Bank. The Bank will find the case on the following List Views: Bank CRC – All Cases; Bank CRC – Open Cases; and Bank CRC – Pending Response.

**\*\*\* NEW CONSUMER CASE NOTIFICATION \*\*\***

This email is to alert you the following NEW consumer case is available for download.

Bank Name: Bank of Anytown  
Case Number: 01006570  
Consumer Name: John Doe

Dear Compliance Officer:

The FDIC received the above referenced correspondence about your bank. Please download the consumer documents and investigate the issues raised in the complaint. We ask that you then advise us of your findings and include all pertinent documentation as described below. When providing your response through FDICconnect, please label the documents (such as Account Agreement and Account Statements) by editing the file details and choosing the associated Document Category.

Depending on the banking product involved in the complaint, we request the following items as the minimum response to this complaint. If a document is not applicable, please state why not. If you respond directly to the complainant, please include a copy of the response with the findings of your review. Please use the case number shown above when responding.

Deposit Products:

- Narrative addressing each concern
- Account statements
- Account Agreement and fee schedule
- Disclosures, including TISA and Regulation E opt-in/out signed form
- Signature card
- Error Resolution investigation documents

### **Additional Correspondence Received On New Case Notification**

The CRC will send this notification to the Bank when a new case notification was previously sent but the Bank has not responded to the case. The Bank will find the case on the following List Views: Bank CRC – All Cases; Bank CRC – Open Cases; and Bank CRC – Pending Response.

**\*\*\* ADDITIONAL CORRESPONDENCE RECEIVED ON NEW CASE NOTIFICATION \*\*\***

This email is to alert you that the Consumer Response Center (CRC) received additional information from the consumer regarding their concerns. The bank should download the consumer's additional documents and include them in the investigation of the consumer's concerns. A response to the additional information should be included within the bank's response to the Consumer Response Center.

Bank Name: Bank of Anytown  
Case Number: 01006570  
Consumer Name: John Doe

To access the above record, sign into FDICconnect <https://www.fdicconnect.gov/index.asp> and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

Matters regarding access to FDICconnect should be directed to the Help Desk. There are several ways you can contact the Help Desk:

- Click on the Contact Us link in the upper right hand corner of FDICconnect
- Send an email to [FDICconnect@fdic.gov](mailto:FDICconnect@fdic.gov)
- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

### **Additional Information Request Notification**

The CRC will send this notification to the Bank after the CRC has reviewed the Bank's response and needs additional information. The Bank will find the case on the following List Views: Bank CRC – All Cases; Bank CRC – Open Cases; and Bank CRC – Pending Response.

**\*\*\* ADDITIONAL INFORMATION REQUEST NOTIFICATION \*\*\***

This email is to alert you of an additional information request regarding the referenced consumer case is available for download. The bank should download the Consumer Response Center's request and respond to the items requested within the timeframe noted in the request.

Bank Name: Bank of Anytown  
Case Number: 01006570  
Consumer Name: John Doe

To access the above record, sign into FDICconnect <https://www.fdicconnect.gov/index.asp> and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

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- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

### **CONSUMER DIRECT – NO FDIC RESPONSE NEEDED NOTIFICATION**

The CRC will send this notification to the Bank when the CRC has responded directly to the consumer and is only providing a courtesy copy of the consumer's correspondence to the Bank. The Bank is not required to response to the CRC. The Bank will find the case on the following List Views: Bank CRC – All Cases and Bank CRC – Closed Cases (90 Days).

**\*\*\* CONSUMER DIRECT – NO FDIC RESPONSE NEEDED NOTIFICATION \*\*\***

This email is to alert you the bank's courtesy copy of the FDIC's response is available to download. The Bank does not need to respond to the FDIC in regards to this courtesy copy. The response will be available for **90** days.

Bank Name: Bank of Anytown  
Case Number: **01006570**  
Consumer Name: John Doe

To access the above record, sign into FDICconnect <https://www.fdicconnect.gov/index.asp> and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

Matters regarding access to FDICconnect should be directed to the Help Desk. There are several ways you can contact the Help Desk:

- Click on the Contact Us link in the upper right hand corner of FDICconnect
- Send an email to [FDICconnect@fdic.gov](mailto:FDICconnect@fdic.gov)
- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

### Closed Case Notification

The CRC will send this notification to the Bank when the CRC has closed a case. The Bank will find the case on the following List Views: Bank CRC – All Cases and Bank CRC – Closed Cases (90 Days).

**\*\*\* CLOSED CASE NOTIFICATION \*\*\***

This email is to alert you to the CLOSED status for the following consumer case. The bank's courtesy copy of the FDIC's response is available to download. The response will be available for 90 days.

Bank Name: Bank of Anytown  
Case Number: 01006570  
Consumer Name: John Doe

To access the above record, sign into FDICconnect <https://www.fdicconnect.gov/index.asp> and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

Matters regarding access to FDICconnect should be directed to the Help Desk. There are several ways you can contact the Help Desk:

- Click on the Contact Us link in the upper right hand corner of FDICconnect
- Send an email to [FDICconnect@fdic.gov](mailto:FDICconnect@fdic.gov)
- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

## **FORMAL FOLLOW-UP REQUEST NOTIFICATION**

The CRC will send this notification to the Bank when the CRC had closed a case but needs the Bank to response to an issue. The Bank will find the case on the following List Views: Bank CRC – All Cases and Bank CRC – Closed Cases (90 Days).

**\*\*\* FORMAL FOLLOW-UP REQUEST NOTIFICATION \*\*\***

This email is to alert you of a formal FOLLOW-UP request regarding the referenced consumer case is available for download. The bank's response to the formal request should be provided within 14 days of receipt. The bank's courtesy copy of the FDIC's response to the consumer is also available for download.

Bank Name: Bank of Anytown  
Case Number: 01006570  
Consumer Name: John Doe

To access the above record, sign into FDICconnect <https://www.fdicconnect.gov/index.asp> and select the Consumer Response Center transaction from the Business Center menu. Case-related questions can be directed to the CRC Case Owner using the contact information located under the Case Information section for the case. Alternatively, you may contact the Consumer Response Center at 1-800-378-9581 between the hours of 8:30 AM to 5:30 PM Eastern Time.

Matters regarding access to FDICconnect should be directed to the Help Desk. There are several ways you can contact the Help Desk:

- Click on the Contact Us link in the upper right hand corner of FDICconnect
- Send an email to [FDICconnect@fdic.gov](mailto:FDICconnect@fdic.gov)
- Call toll-free, 1-877-275-3342, Option 4 from the Banker Menu

## Case Search

If you do not see the case you need in the list view that appears, click the drop down arrow to view additional list views and choose the Bank CRC –All Cases list view. You can also choose the list view that matches the email notification you received. Please note, the search field will only work if the case is on the current list you are viewing.

The screenshot displays the FDICconnect Consumer Response Center interface. At the top, the FDICconnect logo and 'Federal Deposit Insurance Corporation' are visible. A user profile for 'JOHN BANK' is shown in the top right corner. The main content area is titled 'CONSUMER RESPONSE CENTER'. Below this, there is a section for 'Cases Bank CRC - Pending Response'. A dropdown menu is open, showing 'Bank CRC - Pending Response' as the selected view. To the right of the dropdown is a search bar with the placeholder text 'Search this list...'. At the bottom of the page, there is a table header with columns: CASE NUMB..., ACCOUNT NAME\*, INITIAL BANK RESPON..., DUE DATE, TOTAL DAY..., CONSUMER NA..., and STATUS.

## HELP

The Help tab provides helpful information regarding FDICconnect as well as a link to the CRCFE Training Manual.



## Designated Coordinator

### How can an institution user become the Designated Coordinator?

The Existing users should follow the following steps:

Contact the FDICconnect Help Desk at (877) 275-3342, option 4

The Help Desks completes an invitation form and an email is sent to the candidate coordinator

The candidate coordinator receives the email invitation, with a secure link to respond to the invitation. After clicking on the secure link, the candidate coordinator completes and submits the online Designated Coordinator form. The form contains information about the candidate as well as the institution's Authorizing Official

An FDIC user reviews and approves the submitted information

The institution's Authorizing Official receives an email with a secure link to review and approve the candidate. After reviewing the information, the Authorizing Official approves the request.

The candidate coordinator receives an approval email, with a secure link to create the FCX account. After clicking on the secure link, the candidate Bank Coordinator submits the FCX account information by completing the online form.

An FCX account is created and an email is sent to the approved coordinator with a temporary password that can be used to login it FCX.

The Bank Coordinator logs into FCX and changes the temporary password.

The Coordinator will be able to request institution user access, grant user permissions to transactions, and approve users' access requests to associate to the institution

### **How does a Designated Coordinator add users?**

The Designated Coordinator should follow the following steps:

Selecting Coordinator Functions

Selecting Registration System Coordinator

Selecting the New Bank User Registration link

Completing and submitting the New Bank User Registration form

Following subsequent steps as directed by the registration system

### **Can an institution register more than one Coordinator?**

Only the Designated Coordinator can start the registration process. However, there is no limit on the number of users the Designated Coordinator registers for the institution. We suggest that institutions have a primary Coordinator and at least one back up for times when the primary person is unavailable due to vacation, travel, etc.

## **Bank FDICconnect users**

### **How many users can an institution register with FDICconnect?**

There is not set on the number of users an institution may register with FDICconnect; however, we suggest that only those users who will regularly be completing transactions for the institution be given access. Permission to complete transactions may be granted or revoked on a temporary basis for users who only need to access the system occasionally.

### **How can an institution remove a user from FDICconnect?**

The Institution's Designated Coordinator needs to contact the FDIC to request the removal at FDICconnect Help Desk at (877) 275-3342, option 4 or via email at [FDICconnect@fdic.gov](mailto:FDICconnect@fdic.gov).

### **How can an institution change a user's name and or email address on FDICconnect?**

The Institution's Designated Coordinator needs to contact the FDIC to request the removal at FDICconnect Help Desk at (877) 275-3342, option 4 or via email at [FDICconnect@fdic.gov](mailto:FDICconnect@fdic.gov).

### **Using the CRCFE transaction**

#### **What do I do if I cannot find the case I received an email about?**

Contact the FDIC Consumer Response Center at (800) 378-9581

#### **Who do I contact if I cannot download a document the FDIC Consumer Response Center provided?**

Contact the FDIC Consumer Response Center at (800) 378-9581

#### **Who do I contact if I receive an error when trying to download or upload a file?**

Contact the FDICconnect Help Desk at (877) 275-3342, option 4

#### **Who do I contact if the application times out while I'm uploading a document?**

Contact the FDICconnect Help Desk at (877) 275-3342, option 4