



Government of the District of Columbia  
Department of Insurance, Securities and Banking



# What you should know about DISB Consumer Services

**The District of Columbia  
Department of Insurance,  
Securities and Banking (DISB)  
offers a variety of programs  
and resources to help you  
make informed choices on  
money matters and protect  
your financial interests.**

## **What We Do**

DISB oversees all financial service providers including insurance companies, insurance agents, investment advisers, broker-dealers, banks, mortgage lenders and brokers, check cashers, money transmitters, money lenders, automated teller machines and consumer credit service organizations.

**Contact DISB at 202.727.8000  
or visit us online at  
[www.disb.dc.gov](http://www.disb.dc.gov) to access  
the services listed here.**

## **File a Complaint**

You may file complaints against any licensed financial institution or agent if you have been treated improperly or have been cheated or defrauded. You may file complaints online at [www.disb.dc.gov](http://www.disb.dc.gov), or call 202.727.8000 to have a complaint form mailed to you.

## **Verify that a Financial Institution is Licensed with DISB**

Check to see if a financial institution is licensed with DISB before conducting any transactions. You may check the status of the institution online at [www.disb.dc.gov](http://www.disb.dc.gov), or by calling 202.727.8000.

## **Access Consumer Information**

DISB has an array of consumer information available online at [www.disb.gov](http://www.disb.gov), including tips and alerts, financial education campaigns, and self-education materials to help you better understand products and services offered by financial service providers.

## **Request a Speaker**

The DISB Speakers Bureau is a program that allows a roster of experts to speak to consumers on a range of issues related to the industries we regulate. You may request a speaker to attend your neighborhood meetings (with at least 20 or more people attending) to make a presentation on topics of interest to you, your neighborhood or your organization. Requests may be made online at [www.disb.dc.gov](http://www.disb.dc.gov), by emailing [suggest.disb@dc.gov](mailto:suggest.disb@dc.gov) or by calling 202.727.8000.

