



“Your financial security is far and away our biggest concern. Through financial literacy programs, consumer protection and strict but sensible regulation, the department protects the financial well-being of the people and companies of the District. We investigate fraud, make sure your insurance company plays fair and protect your elderly family members from the scam artists who prey on our most vulnerable people. We may regulate your mortgage lender; we go after those who sell stock in phony companies; and we educate consumers. Consider us your financial resource.”

Chester A. McPherson
Interim Commissioner
Department of Insurance,
Securities and Banking



810 First Street NE, Suite 701
Washington, DC 20002

D.C.'s Financial Regulator and Consumer Advocate



DISB

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



What We Do

Regulate Financial Services

The Department of Insurance, Securities and Banking oversees financial-services businesses in the District under D.C.'s insurance, securities and banking laws and regulations. The department's goal is to protect consumers from scams and abuses, while regulating financial businesses strictly but fairly.

The department oversees insurance companies, insurance agents, health maintenance organizations, captive insurance companies, risk-retention groups, investment advisers, broker-dealers, securities sellers and their agents, banks, mortgage lenders and brokers, check cashers, money transmitters, consumer-sales-finance companies, money-lenders and consumer-credit-service companies.

Protect Consumers

We investigate cases where we suspect fraud against consumers. Reporting fraud is confidential and you cannot get in trouble for calling us. No one can take action against you for reporting what you reasonably suspect to be fraud.

The department helps consumers get answers from financial companies, resolve disputes and, in some cases, recover money by resolving complaints. You can file a complaint online at disb.dc.gov or by calling us at (202) 727-8000.

Support Economic Development

The department promotes a business climate that encourages fair and open competition attractive to financial services businesses. Supporting small business is a priority through programs such as the D.C. Collateral Support Program and the Certified Capital Company Program. The Collateral Support Program facilitates lending to small businesses by providing cash collateral to lenders, who then loan to these businesses. The Certified Capital Company Program promotes job growth and economic development by investing in local small businesses.

Provide Resident Services

There are many services available to residents:

- File a complaint or report fraud
- Request a speaker
- Check a financial service provider's license
- Review health insurance rate filings
- Pursue foreclosure mediation
- Sign up for email updates
- Get financial education

Contact DISB

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