

ABOUT US

The New York State Department of Financial Services (DFS) is the primary regulator for 3,000 financial institutions including insurance companies, state-chartered banks, credit unions, mortgage bankers, and virtual currency companies. The purpose of regulation is to protect consumers and to ensure the safety and soundness of financial institutions.

OUR MISSION

The New York State Department of Financial Services seeks to build an equitable, transparent, and resilient financial system that benefits individuals and supports business. Through engagement, data-driven regulation and policy, and operational excellence, the department and its employees are responsible for empowering consumers and protecting them from financial harm; ensuring the health of the entities we regulate; driving economic growth in New York through responsible innovation; and preserving the stability of the global financial system.

dfs.ny.gov

GET HELP

If you have a question, need help with a financial product or service, or want to file a complaint against a financial institution or insurance company, call or visit us online.

CALL OUR HOTLINE

(800) 342-3736

The DFS Call Center is staffed
Monday - Friday
from 8:30 AM to 4:30 PM

FILE A COMPLAINT

www.dfs.ny.gov/complaint

SCHEDULE A SPEAKER

public-affairs@dfs.ny.gov

Report Insurance Fraud

If you believe you are the victim of insurance fraud or witnessed someone committing insurance fraud, call our Fraud Hotline:

(888) 372-8369



[@NYDFS](https://twitter.com/NYDFS)



What You Need to Know About...

DFS

Learn more about the New York State Department of Financial Services and how to get the information and the help you need.



WHO WE REGULATE

DFS licenses and regulates many types of financial service providers in New York.

We can help you with questions or complaints related to:

- Health, property, auto, and life insurance companies
- Student loan servicers
- Mortgage companies
- Check cashers
- Banks
- Money transmitters
- Pharmacy benefit managers
- Virtual currency businesses
- Surprise medical bills
- Other financial services, products, and providers

(800) 342-3736



FINANCIAL EDUCATION RESOURCES

DFS recognizes that educated, supported, and informed New Yorkers make the best financial decisions. Providing financial education information is just one part of this effort.

To find answers to many common financial questions, check out www.dfs.ny.gov/consumers.

In addition to questions about specific services or products, DFS can also provide information related to:

- Preventing elder abuse
- Protecting your identity
- Avoiding home repair scams
- Storm recovery
- Breast cancer screening rights
- Women's healthcare protections
- Financing your education and managing student loans

dfs.ny.gov



HELP DURING DISASTERS

DFS helps victims of disasters with questions about the insurance claims process, policy cancellations or non-renewals, and coverage for additional living expenses.

If your business has been affected by a disaster, we can answer questions about insurance coverage, business interruption, and off-premises service interruption coverage.

DFS works with banks and lenders to help expedite claims checks for homeowners in need of urgent disaster-related repairs and works to eliminate excessive fees, prevent foreclosures, and encourage loan and mortgage forbearance for those affected. If a loan or mortgage closing is delayed, DFS may be able to help avoid adverse consequences, like late fees charged for changes in the terms of closing.

@DFSNY