

## Minnesota Department of Commerce

85 7th Place East, Suite 500

St. Paul, MN 55101

[www.state.mn.us](http://www.state.mn.us)

If you use electricity, have a telephone, buy gasoline or groceries, have an insurance policy, keep your money in a state chartered bank or credit union, purchase investments, buy, sell or build a house, you are affected by the work of the Department of Commerce.

As the state's chief regulator for the banking, energy, insurance, real estate, residential construction, securities, and telecommunications industries, we are concerned with the health of the individual companies as well as making sure consumers' interests are protected. We also operate Minnesota's Unclaimed Property program and administer the state Petrofund as well as Minnesota Relay, which provides deaf, hard-of-hearing and speech-impaired citizens access to telecommunications services.

We believe that consumers are best served by companies operating in a vital, competitive marketplace. By providing a fair and consistent regulatory environment, and by encouraging the growth of competition, we are allowing the people of Minnesota to build a healthy economic base that will serve communities and citizens across the state for years to come

### Consumer Info and Services

Information about department programs and the industries we regulate. Find instructions on how to file a complaint, look-up licensed individuals and businesses, check enforcement actions, and view our consumer publications.

### Have a Complaint?

The Department Of Commerce handles complaints about the businesses we regulate and oversee in a variety of ways. Example of business types include: Building Contractors, Contractor's Recovery Fund, Do Not Call, Health Insurance-Appeal for External Review, Insurance, Real Estate, Securities, Licensed Industries, Self Insurance Health Plans, State Bank or Financial Services, Telecommunications, Unsolicited Fax Messages, Minnesota Relay, Petrofund and Weight and Measures.

### If you have a complaint:

Complaints must be submitted in writing before an investigation can begin. **Use the form attached to help you get started.** Be sure to provide the details of the dispute and include as many facts as possible, as well as what you would like the contractor to do to resolve your complaint.

- Include a daytime phone number and your mailing address.
- Attach copies of any documents to support your complaint, such as contracts or purchase agreements, cancelled checks, correspondence, municipal correction notices, mechanic's lien statements, etc.

Keep in mind that we will be sending the contractor a copy of your complaint, so do not include statements or other information that you do not want the contractor to see.

**Mail written complaints to:**  
Minnesota Department of Commerce  
85 7th Place East, Suite 500  
St. Paul, MN 55101

**You may also file a complaint by:**

- E-mailing the Division at [contractor.commerce@state.mn.us](mailto:contractor.commerce@state.mn.us)
- Call the Market Assurance Division of the Department of Commerce at 651-296-2488 or 1-800-657-3602.

In the e-mail, or telephone call, state which type of licensed service you wish to file a complaint about, and your inquiry will be directed to an investigator who handles cases in that industry. The investigator will usually be able to tell you if your complaint is something they are able to investigate. The investigators cannot provide legal advice. Complaints must be submitted in writing before an investigation can begin.