



Comptroller of the Currency
Administrator of National Banks

October 5, 2009

Robert Doggett
4920 N. Ih-35
Austin TX 78751

Re: Case# 00957553
THE BANK OF NEW YORK MELLON

Dear Mr. Doggett:

This letter acknowledges receipt of your complaint in the Customer Assistance Group of the Office of the Comptroller of the Currency (OCC).

This office answers questions and assists consumers in resolving complaints against national banks and complaints against credit card and mortgage company subsidiaries of national banks. A national bank is a bank that has the word, National or the letters, N. A. in its official name.

As your complaint is against an entity that does not fall under the jurisdiction of our office, we are referring your letter to the appropriate supervisory agency, which are the Board of Governors of the Federal Reserve System (FRB) and the New York Department of Banking. Their contact information is noted below:

The FRB's phone number is (888) 851-1920. Their Internet address is www.federalreserve.gov. Their address is as follows.

Federal Reserve Consumer Help
P.O. Box 1200
Minneapolis, MN 55480

Customer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, Texas 77010-9050
Phone: (800) 613-6743, FAX: (713) 336-4301
Internet address: www.helpwithmybank.gov