The Washington State Department of Financial Institutions (DFI) licenses and regulates financial services in Washington state. We protect financial institution safety and soundness and consumers from financial fraud. DFI also and provides financial education and other financial information to our state’s residents.

DFI’s Mortgage Assistance Team
Homeowners in need of assistance because of COVID-19 may call DFI at 1-877-746-4334 to talk to a member of our team to get assistance with contacting their mortgage servicer and to learn about their options.

Online Financial Education and Resources
DFI provides Washingtonians with financial educational opportunities through online resources and presentations.

Financial education presentations are available upon request, and related publications are published on DFI's website.

Request a presentation or learn more at www.dfi.wa.gov/financial-education
LICENSING AND REGULATION
The Department of Financial Institutions licenses and regulates a broad array of Washington financial service providers:

Washington’s Financial Services
220,000 financial professionals & companies
30 commercial banks
18 trust companies
8 savings banks
52 state chartered credit unions.

Investigating Complaints
In 2019 DFI Investigated 1,730 consumer complaints

Enforcement Actions
In 2019, DFI Issued 207 enforcement actions

Fines and Restitution
$1.6 million in 2019

Washington consumers can file a complaint or verify a license online www.dfi.wa.gov

SCAM TRENDS IN WA
✓ COVID-19 scams
✓ Unlicensed lenders
✓ Elder fraud
✓ Advance fee loans
✓ Investment scams