Log in to Manage Complaints

In order to file a Complaint online, you must create a user account. If you have a REAL Online Services account, you will use your same user name and password. If you are a new user, you will need to click the "Create a User Account" link to create an account.

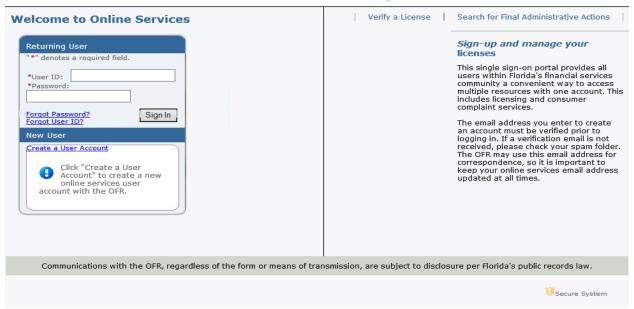
When attempting to login in to the REAL Online Services, you will be presented with two options:

Returning User – Use this section to enter the current User ID and password.

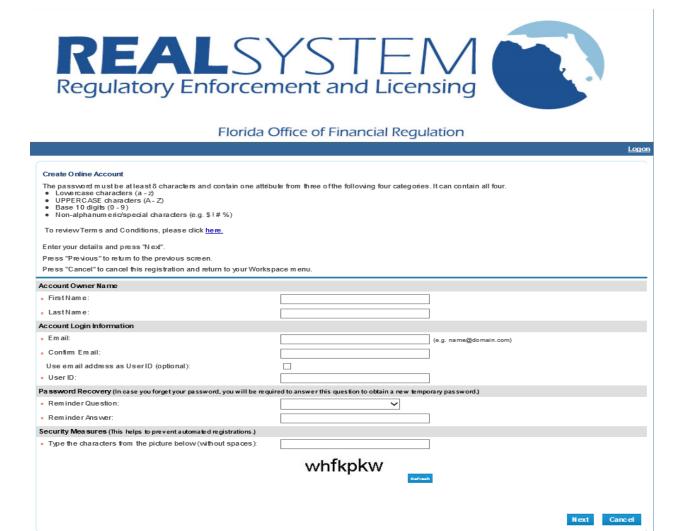
New User – Use this section to register for a new account.



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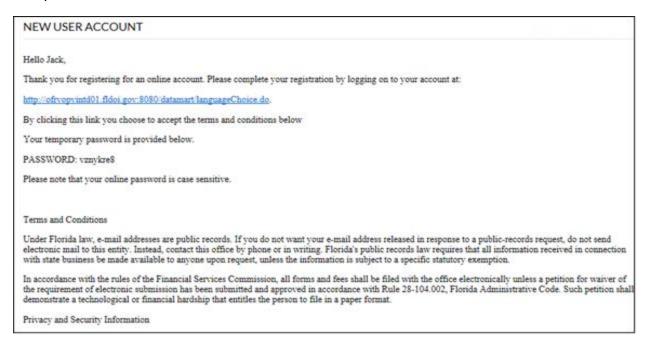
First time users will need to fill out the Create Online Account form and click the "Next" button.



You will receive a User Registration – Temporary Password issued confirmation page after successfully creating your REAL Online Services Account.



You will receive a "New User Account" email which will contain a link to complete the registration process. The Terms & Conditions are contained in the email confirmation for review and acceptance. Clicking the link to complete the online account registration will indicate your acceptance of the Terms & Conditions.



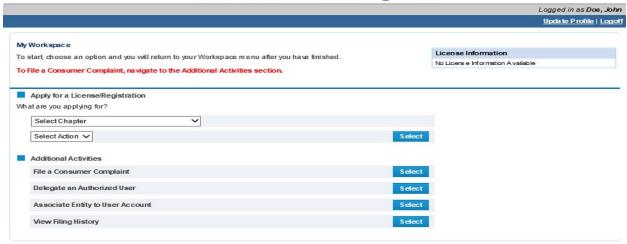
After entering your User ID and the system generated temporary password as contained in the New User Account email, the system will direct you to change your password. Click the Save button to continue.



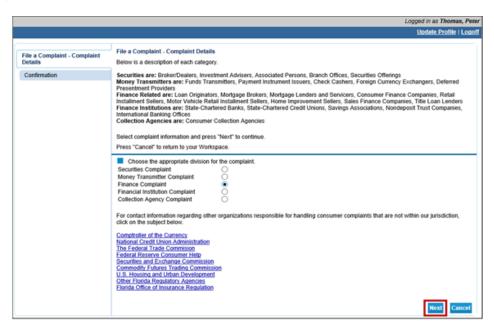
Once the password has been changed, you will be directed to the REAL Online Services My Workspace page. Select "File a Consumer Complaint" under the Additional Activities section.



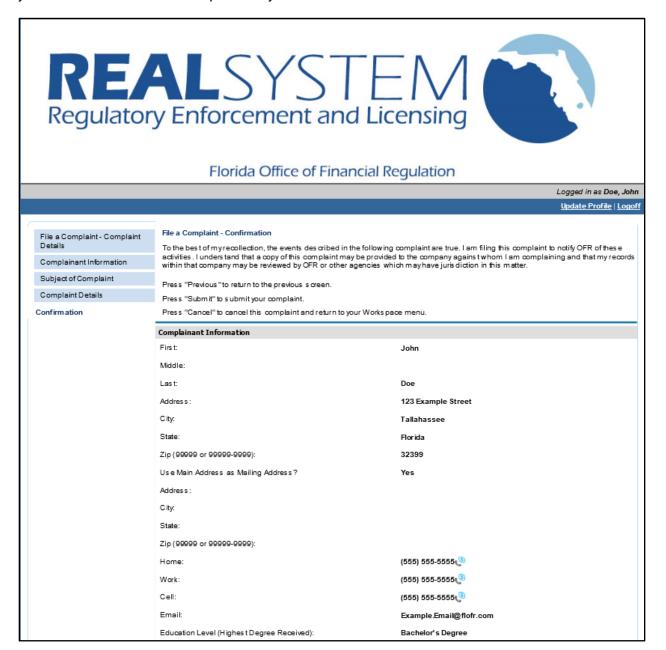
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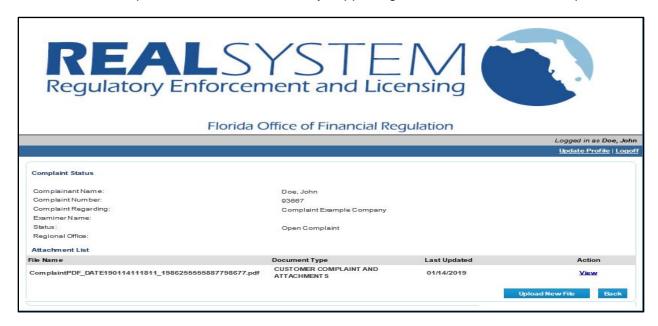
Please read the description of the complaint categories before choosing the appropriate division for the complaint.



After completing the online complaint form, the system displays the Confirmation screen to allow you to review the information previously entered.



After the online complaint form has been submitted, the system displays the Document Upload screen. Click on Upload New File to submit any supporting documentation for the complaint.



Click the Back button to return to your Workspace screen. Once the complaint has been received by the OFR and assigned to an Examiner for processing, the Complaint Status information will be updated and the Examiner's name will be displayed. You can also upload additional documentation related to your complaint by selecting "View Status of your Complaints" from your Workspace.

