



American Collectors Association of Texas
 6505 Airport Blvd, Suite 100
 Austin, Texas 78752-3614
 512-467-2528 / 800-957-3328
 Fax: 512-458-8740
 info@texascollectors.com

**Consumer Complaint Form
 (Third-Party Collection Agencies Only)**

Please complete all portions of this form in print or type.

Name: _____ Home Telephone No.: _____

Address: _____ Work Telephone No.: _____

City: _____ State: _____ Zip Code: _____

May we contact you at work? Yes ___ No ___

To process your complaint, we will need to give your name to the collection agency addressed in the complaint. Do we have your permission? Yes ___ No ___

This complaint is filed against:

Name of Agency: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No.: _____

Name of person(s) this complaint is filed against: _____

Have you advised the agency of your complaint? Yes ___ No ___ Date(s): _____

By: Telephone ___ Letter ___ Email ___ In Person ___

Person(s) contacted: _____

Result of your contact (attach additional sheets if necessary):

Briefly describe the events of your complaint in the order which they occurred, giving specific names, dates, times, etc., as best possible (attach extra sheets as necessary):

What do you expect the agency to do to satisfy your complaint?:

Additional comments: _____

Please read the following before signing:

By filing this complaint, I authorize the collection agency named above to disclose information concerning my account(s) to ACA of Texas staff and legal counsel for use in processing this complaint and in conjunction with the ACA of Texas Consumer Help Line Service program.

I hereby certify that the above statements are true and correct to the best of my knowledge.

Your Signature

Date

Note: Please forward the original copy of the completed complaint form to the American Collectors Association of Texas at the address above, retaining a copy for your records. The filing of this complaint does not prohibit you from seeking legal counsel or filing a civil action.

For assistance, call 512-467-2528 or 800-957-3328 or email info@texascollectors.com