



American Collectors Association of Texas
d/b/a Southwest Collectors Association
305 S. Broadway, Suite 706
Tyler, TX 75702
800-957-3328
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 to disclose your name? Yes No

Agency Name: _____

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 the Southwest Collectors Association (SWCA) staff and legal counsel for use in processing this complaint and in conjunction with the SWCA Consumer Help Line Service program.

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

Signature _____ Date _____

The filing of this complaint does not prohibit you from seeking legal counsel or filing a civil action.

The completed and signed form with any supporting documents may be submitted by:

**Mail: Southwest Collectors Association
305 S. Broadway, Suite 706, Tyler, TX 75702**

Email: info@texascollectors.com (pdf format only)

For assistance, call 800-957-3328 or email: info@texascollectors.com