



Texas Credit Union Department Complaint Form

Instructions:

- File a complaint with the institution in question before filing a complaint with CUD.
- Complete this form. Be as detailed as possible. Print very clearly and neatly in dark ink.
- Enclose or attach copies of all related documents concerning your transactions. Do not send originals!
- A copy of your complaint and attachments will be sent to the credit union.

Mail, fax or email this completed complaint form with any attachments to:

Texas Credit Union Department

914 East Anderson Lane

Austin, Texas 78752-1699

Fax: (512) 832-0278

Email: [complaints@cud.texas.gov](mailto:complaints@ cud.texas.gov)

(Please note: Your e-mailed information will not be encrypted.)

Your Information:

Title: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/> Other:		
First Name:	Middle Initial:	Last Name:
Street Address:		
City:	State:	Zip:
Phone Number:	Mobile <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/>	
Email:		

Military Service:

Are you a member of the US Armed Forces, Guard, Reserves or a dependent?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Credit Union Information:

Name of Credit Union:		
Street Address:		
City:	State:	Zip:
Phone:		
Name in which account(s) are listed:		
Are/Were you a signer on the account(s)? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, please explain in your narrative.)		
Type of Transaction or Service:		
Date of Transaction:		
Did you sign a contract, such as a loan, an account agreement, etc.? Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please attach a copy.)		
Have you complained to the credit union?	Yes <input type="checkbox"/> If so, when:	
No <input type="checkbox"/> If no, please attempt to resolve this issue by filing a complaint with your credit union prior to filing a complaint with CUD.		
Name of person complained to, if any:		
Do you have an attorney? If so, who:		
If the Texas Credit Union Department is not the appropriate agency, do you grant permission to forward your complaint to the appropriate agency? Yes <input type="checkbox"/> No <input type="checkbox"/>		

Describe the exact nature of your complaint below. Attach additional pages if necessary.

Please indicate what you feel the credit union should do to address your concerns.

This department does not have the authority to resolve contractual disputes or undocumented factual disputes between member and a credit union. We also do not have the authority to resolve disagreements pertaining to credit union policies and procedures that are a matter of management discretion, or any disputes that are in litigation or about which a court has made a ruling. Please see pamphlet for more information about the complaint process.

The **Texas Public Information Act** may require disclosure of a complaint after a file is closed.

The information given above is true to the best of my knowledge and belief. I authorize the Credit Union Department to send this complaint and attachments to the credit union.

Signature

Date