



CITY OF DICKINSON
 Community Development Department
 Credit Access Business Program
 4403 Highway 3, Dickinson, Texas 77539
 Phone: (281) 337-6259 Fax: (281) 337-6190

FOR OFFICE USE ONLY	
Date Received:	_____
Date Processed:	_____

CREDIT ACCESS BUSINESS BORROWER COMPLAINT FORM

Borrower Information

- 1) Full Name: _____
- 2) Mailing Address: _____
 City: _____ State: _____ Zip: _____
- 3) Primary Phone: _____ Secondary Phone: _____
- 4) Email Address: _____

Payday / Auto Business Information

- 1) Business Name: _____
- 2) Mailing Address: _____
 City: _____ State: _____ Zip: _____
- 3) Primary Phone: _____ Secondary Phone: _____
- 4) Name(s) of person(s) you spoke with and/or who assisted you at the business: _____

Reason(s) for Complaint

- 1) Please explain your reasons for your complaint?

Additional Information Requested

<p>1. Was/is the loan a payday loan or a vehicle title loan? Payday <input type="checkbox"/> Vehicle Title Loan <input type="checkbox"/></p> <p>1a. If the loan was/is a vehicle title loan, what retail value was provided to you? \$ _____</p> <p>1b. What was/is the year, make, model of the auto for which the auto title loan was made? Year: _____ Make: _____ Model: _____</p>	<p>2. Was/is the loan an installment agreement (more than one payment) or a lump sum loan agreement (one-time payment)? Installment <input type="checkbox"/> Lump Sum <input type="checkbox"/></p> <p>3. If the loan was/is an installment agreement, how many installments (renewals/refinance) have you signed? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6+ <input type="checkbox"/></p>
<p>4. What date did you first take out the loan? _____</p>	<p>5. What is the date you signed your most recent form? _____</p>
<p>6. What was the original amount borrowed? \$ _____</p>	<p>7. How much do you currently owe? \$ _____</p>
<p>8. What type of income verification did the borrower provide to the lender? _____ _____</p>	
<p>9. What is the payment amount on the loan (amount due each period)? \$ _____</p>	
<p>10. What is your gross income? Monthly \$ _____ Annually \$ _____</p>	
<p>11. Did the location maintain and make available to you the agreement in either English or Spanish? Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p>12. For consumers that cannot read: Did the business read the agreement, disclosure and notice in their entirety before you signed the agreement? Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p>13. Please attach copies of all loan documents, including but not limited to fliers or disclosures, referral forms or other information you have received from the lender.</p>	

Statement of Oath

I, affirm/swear that the statement(s) made herein are within my personal knowledge and are true and correct.

Signature of Complainant

Printed Name of Complainant

Date

THE STATE OF TEXAS §

COUNTY OF GALVESTON §

SUBSCRIBED AND SWORN before me, this _____ day of _____.

(Seal)

NOTARY PUBLIC OF TEXAS

Other Important Information

Completed forms may be submitted:
Via mail to: City of Dickinson, Community Development Department,
4403 Highway 3, Dickinson, Texas 77539

Via email to: _____@ci.dickinson.tx.us

Via fax to: (281) 337-6190 or

In person to the Community Development Department, City of Dickinson City Hall.

Should you have any questions regarding this process, feel free to contact
the Community Development Department at (281) 337-6259.