



Date Rec. \_\_\_\_\_  
 Case No.: \_\_\_\_\_  
 Date Closed \_\_\_\_\_  
**OFFICE USE ONLY**

## Texas Department Of Banking Special Audits Consumer Complaint Form

This form is intended for use with complaints related to Prepaid Funeral Contracts (**PFC**), Perpetual Care Cemeteries (**PCC**), Cemetery Brokers, or Money Services Businesses (**MSB**). Please print and use black ink to complete the form in its entirety. You must provide copies of all supporting documents for your complaint to be processed. PLEASE DO NOT SEND ORIGINALS. Documents include, but are not limited to, copies of checks, agreements/contracts, receipts, and letters. If the entity is regulated by the Texas Department of Banking, a copy of your complaint will be sent to the entity for their review and response.

Please direct all correspondence to:

Texas Department of Banking  
 Attention: Special Audits Division  
 2601 N. Lamar Blvd.  
 Austin, Texas 78705-4294  
 Facsimile: (512) 475-1288

**Consumer Information:**

Name:	Mr. / Mrs. / Ms.		
	First	Middle	Last
Address:			
	Street	City	State    Zip
Complaint regarding Cemetery or Prepaid Funeral? <input type="checkbox"/> Yes <input type="checkbox"/> No    Contract #:			
Complaint regarding MSB? <input type="checkbox"/> Yes <input type="checkbox"/> No    Acct. No.:			
Daytime Phone:		Evening Phone:	
Email Address:			
Agent and Location, if applicable:			
Are you the purchaser or cardholder?		<input type="checkbox"/> Yes <input type="checkbox"/> No    (if no, please explain in your narrative)	
How did you hear about us?	<input type="checkbox"/> My Bank Website	<input type="checkbox"/> Contract/Brochure/Agent	
	<input type="checkbox"/> Friend/Neighbor	<input type="checkbox"/> Referred by Another Agency	
	<input type="checkbox"/> Legislative Representative	<input type="checkbox"/> Other	

**My complaint is against the following entity:**

Entity Name:			
Address:			
	Street	City	State    Zip
Person(s) you dealt with:			
Date(s) of Transaction(s):			

**The following questions will assist us in processing your complaint:**

1. Is supporting documentation of the transaction included?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Did you sign a contract or agreement of any kind in relation to your complaint? For example: a prepaid funeral contract, cemetery agreement, user agreement, etc. If yes, please <b>provide a copy</b> of the document.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Amount(s) in question:	\$

4. Have you addressed your complaint with the entity?		<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, when?		How? <input type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/> Mail <input type="checkbox"/> Other
Was there any action taken? <input type="checkbox"/> Yes <input type="checkbox"/> No		
What was their response?		
5. Have you filed a complaint with another agency?		<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> TDI <input type="checkbox"/> Funeral Commission <input type="checkbox"/> OCC <input type="checkbox"/> CFPB <input type="checkbox"/> FTC <input type="checkbox"/> Other		
Was there any action taken?		<input type="checkbox"/> Yes <input type="checkbox"/> No
If so, what kind?		
6. Do you have a private attorney representing you in this matter?		<input type="checkbox"/> Yes <input type="checkbox"/> No
If so, what action has your attorney taken?		
7. If the Texas Department of Banking is not the appropriate regulatory agency, you grant us permission to forward your complaint to the appropriate agency that may have jurisdiction over the entity or specific matter. <input type="checkbox"/> Yes <input type="checkbox"/> No		

**Narrative**

Please provide a narrative of the complaint. Provide details of any and all transactions along with the supporting documents. Please indicate whom you spoke with or dealt with as well as the dates in which you contacted the entity. (Attach additional page(s) if necessary)

Tell us what you feel would be a reasonable resolution to your complaint.

**\*\* Texas Law prohibits us from giving legal advice or opinions. For legal advice, we suggest you contact an attorney to discuss your complaint. If the matter is in litigation or if a court has made a ruling, the Texas Department of Banking will not intervene.**

The above statements are true and accurate to the best of my knowledge.

Signature		Date	
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