



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
COLLECTION SERVICE BOARD
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243
615-741-1741

COMPLAINT FORM

DATE _____

_____	V	_____
(Complainant)		(Respondent)
_____		_____
(Street Address)		(Street Address)
_____		_____
(City, State, Zip)		(City, State, Zip)
_____		_____
(Home Telephone Number)		(Telephone Number)

Please provide the following information to enable our investigator to contact you concerning your complaint, if a personal interview becomes necessary.

Name of Your Employer _____

Employer's Address _____
(Street Address) (City, State, Zip)

Your Business Phone _____

NOTE: Pursuant to TCA Title 47, Chapter 18, the Tennessee Consumer Protection Act, you may want to file a complaint with the Division of Consumer Affairs, 5th Floor, 500 James Robertson Parkway, Nashville, Tennessee 37243. (615-741-4737) or (800-342-8385). Please consult the Collection Service Board website, found at <http://tn.gov/commerce/boards/collect/index.shtml>, for access to additional information concerning the Tennessee Division of Consumer Affairs, which enforces the Tennessee Consumer Protection Act. Please inform them if you also filed a complaint with the Tennessee Collection Service Board.

BASIS FOR YOUR COMPLAINT

Please indicate which of the following provision(s) you contend were violated by the Respondent:

T. C. A. § 62-20-115 provides that the following actions constitute grounds for which disciplinary action against a licensee may be taken by the board:

_____ (1) Obtaining a license through misrepresentation or fraud;

_____ (2) Collecting, or attempting to collect from the debtor any fee, commission or other compensation not provided by law for collection services rendered to a client, except that a collection service may recover from debtors reasonable charges imposed by banks for processing insufficient fund checks; provided, that such charges do not exceed nine dollars (\$9.00) per check;

_____ (3) Failing to report and pay to a client the net proceeds of all collections made during a calendar month within thirty (30) days, unless otherwise provided by mutual agreement between the licensee and the client;

_____ (4) Violation, or cooperating with others in violating, any provision of this chapter, or any rule lawfully promulgated by the board;

_____ (5) Failing to comply with any applicable state or federal law or regulation pertaining to the credit and collection industry (Please identify by code section which state or federal law or regulation you believe the licensee/agency has violated);

NOTE: Please consult the Collection Service Board website [“Consumer Resources” section] found at <http://tn.gov/commerce/boards/collect/index.shtml>, for access to the “Fair Debt Collection Practices Act”, the “Fair Credit Reporting Act” and other federal laws and regulations regarding debt collection that the board may have the authority to enforce.

_____ (6) Any cause for issuance of a license could have been refused had it existed and been known to the board at the time of issuance;

Give a complete statement of the facts, with dates, which you believe support the violation(s) that you selected from the list above. Add additional sheets if necessary. Also, attach copies of all documents that will support your allegations. You should retain the originals.

Address _____
(Street Address) (City, State, Zip)

Phone _____ Fax _____

Are you licensed by this State Board? Yes _____ No _____ If YES, give license number _____.

Complainant Signature _____