

Complaint Policy

Our goal at Fast Debt Solutions is to provide exceptional service to our clients. While every effort is taken to ensure we treat our clients in a fair, courteous, and honest manner, we may occasionally make a mistake.

We believe that our clients have the right to complain and the right to have their complaints addressed. We also believe that a successful organization must be willing to evolve in an effort to meet the needs of its clients. Therefore, we have established a complaint process for clients who are unsatisfied with the service or treatment they receive.

How to Complain

In the event you are unsatisfied with our service, please initially direct your comment or complaint with the employee or team responsible. If the individual employee cannot resolve the matter, we will engage the relevant manager or Director to try and resolve matters.

We always attempt to resolve your concerns at the first point of contact. However, if you are not satisfied with the resolution, you may then notify our Compliance Officer in writing at:

1. complaints@fastdebtsolutions.com or
2. Fast Debt Solutions
ATTN: Compliance Officer
3330 Earhart Drive, Ste 106
Carrollton, TX, 75006

Please include the following in your written correspondence:

1. A clear description of the complaint and any suggestions you may have that would resolve your grievance.
2. Details of any relevant information relating to any contacts you may previously have had with Fast Debt Solutions on this subject.
3. Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
4. Your complete contact information (including full postal address, telephone number, and email address) and your date of birth (for verification purposes).

What to Expect

We strive to resolve all complaints as quickly and efficiently as possible. You can expect to receive a response from us within 10 business days after submitting your complaint. If your case is particularly complex and cannot be resolved within 10 days, we will provide you with an estimated time in which you should expect to receive a response.