



File a Complaint Form

Southwest Credit values your feedback and understands its importance in continuously improving our services and training programs. We encourage you to tell us how we are doing.

If you have a complaint or feedback regarding how an agent interacted with you concerning your account, please complete the form below. Your feedback will be taken seriously and will be used to examine current processes and procedures, and/or agent performance.

Please mail completed form to Southwest Credit at PO Box 650543, Dallas, TX 75265-0543.

Date of contact/event (if any): _____

Southwest Credit reference number (located on letter or on credit report): _____

Name: _____

Address: _____

Contact Phone Number: _____

By providing this number, you are expressly giving Southwest Credit permission to call, auto-dial, or text to discuss your reasons for contacting Southwest Credit (please check).

Email: _____

By providing this email, you are expressly giving Southwest Credit permission to contact you at this email to discuss your reasons for contacting Southwest Credit (please check).

Name of Southwest Credit agent (if known): _____

Reason for contacting Southwest Credit: _____

Desired Resolution: _____

For immediate assistance, please feel free to contact our office today at 1.844.801.3106.