



---

## Consumer Complaints

### CONSUMER COMPLAINTS AGAINST MORTGAGE BROKERS, MORTGAGE BANKERS, AND STATE SAVINGS BANKS, DOING BUSINESS IN TEXAS

You have the right to file a complaint against a state savings bank, mortgage broker or mortgage banker if you feel you have been wronged in any way regarding your financial dealings and or transactions.

To file a complaint, please read and follow the instructions below carefully. If you have any questions or if you need clarification [please contact us](#).

Of particular interest to those wishing to file a complaint against a *mortgage broker*, the Texas Department of Savings and Mortgage Lending maintains the Mortgage Broker Recovery Fund to make payments of certain types of judgments against a mortgage broker or sponsored loan officer. Not all claims are compensable and a court must order the payment of a claim from the Mortgage Broker Recovery Fund before the claim may be paid. For more information about the Mortgage Broker Recovery Fund, please consult subchapter F of the Mortgage Broker License Act "Statutes and Regulations" link found under [Statutes and Rules](#).

## Contact Us

Texas Department of Savings and Mortgage Lending

2601 N. Lamar, Suite 201, Austin, TX 78705

Toll free: 1-877-276-5550

Phone: 512-475-1350 Front Desk

Consumer Complaint Resolution

[Ren Crochet](#)

Fax 1: 512-475-1360 Licensing

Fax 2: 512-936-2003 Complaints

Fax 3: 512-475-1505 Administration