

Please use this form if you believe an error has occurred in the servicing of your Austin Telco Federal Credit Union Home Equity or Home Improvement loan; or if you would like more information regarding your loan.

- Complete this form in its entirety.
- Send your completed Home Equity/Home Improvement Loan Error / Information Request to Austin Telco in one of two ways:
 - Fax your completed form to: 512-302-3333 or 800-252-1510 or
 - Mail your completed form to: Austin Telco FCU • Attn: Error Resolution Dept. • 8929 Shoal Creek Blvd • Austin, Tx 78757

Once we have received your completed form, you will be notified of receipt and the investigation process within 5 business days.

Borrower Information

Borrower's Name: _____ **Account Number:** _____

Daytime Phone Number: _____ **Email Address:** _____

Mailing Address: _____

Property Address: _____

Error Notification

In the area provided below, please describe the error that you believe has occurred on your loan account (attach additional sheets if necessary):

Please Print Name: _____

Signed: _____ **Date:** _____

Request for Information

In the area provided below, please indicate what additional information you would like regarding your loan account (attach additional sheets if necessary):

Please Print Name: _____

Signed: _____ **Date:** _____

Print

Reset

Credit Union Use Only

Date Received: _____ Received by: _____ Receipt Notification Sent: _____ Resolution Sent: _____