



# Home Equity/Home Improvement Loan Error / Information Request

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 ATFCU in one of two ways:
  - Fax your completed form to: 512-302-3333 or email to: homeequity@atfcu.org
  - Mail your completed form to: Austin Telco FCU • Attn: Loan Dept. • 11149 Research Blvd. Ste., 300 • Austin, Tx 78759

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):

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**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):

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**Please Print Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Print

Reset

### Credit Union Use Only

Date Received: \_\_\_\_\_ Received by: \_\_\_\_\_ Receipt Notification Sent: \_\_\_\_\_ Resolution Sent: \_\_\_\_\_