JOHN CORNYN
TEXAS ATTORNEY GENERAL

CONSUMER COMPLAINT FORM - LIVING TRUSTS
TYLA NEEDS OF SENIOR CITIZENS COMMITTEE

OFFICE USE ONLY				
FILE #:	CAT:	VAR:	AGENCY:	ANALYST:

PLEASE PROVIDE TWO COPIES OF THIS COMPLAINT FORM AND ALL RELEVANT DOCUMENTS. DO NOT SEND ORIGINAL DOCUMENTS. THIS COMPLAINT AND THE INFORMATION YOU PROVIDE ARE RECORDS OPEN TO THE PUBLIC UNDER TEXAS LAW.

WE WILL SEND A COPY OF THIS FORM TO THE BUSINESS -- PLEASE WRITE LEGIBLY.
USE BLACK INK ONLY

Name	Name of business or individual you are complaining about
Address	Address
City	City
State Zip	State Zip
Home Phone ( )	Phone ( )
Work Phone ( )	Person you dealt with
Age ☐ Under 65 ☐ 65 or over	

1. Initial contact between you and the business:
   - ☐ Person came to my home
   - ☐ I went to company's place of business
   - ☐ I received a telephone call from business
   - ☐ I telephoned the business
   - ☐ I received information in the mail
   - ☐ I responded to a radio/television ad
   - ☐ I responded to a printed advertisement
   - ☐ I responded to a Website or e-mail solicitation
   - ☐ I responded to a solicitation in a language other than English (if yes, what language? _____)
   - ☐ Other _____

2. Where did the transaction take place?
   - ☐ At home
   - ☐ At business
   - ☐ By mail
   - ☐ Over the phone
   - ☐ Over the computer
   - ☐ Trade Show or Hotel
   - ☐ Other _____

3. Date(s) of transaction(s) or purchase(s):
   _____

4. Did you sign a contract or any other document?
   - ☐ Yes (please enclose 2 copies)
   - ☐ No

5. Did you purchase a living trust?
   - ☐ Yes (please enclose 2 copies)
   - ☐ No

6. Did you purchase an annuity?
   - ☐ Yes (please enclose 2 copies)
   - ☐ No

7. If you purchased a living trust or an annuity, why did you purchase the trust or annuity?
   _____

8. Amount of payment: $_____ ☐ Cash ☐ Credit Card ☐ Loan ☐ Lay-a-way ☐ Check

   Date of payment: _____

   Have you contacted your credit card company to request a credit to your account? ☐ Yes ☐ No

9. Have you filed a complaint with another agency? ☐ Yes ☐ No If yes, what agency did you complain to?

   ☐ Better Business Bureau ☐ I.P. Court ☐ Police Dept. ☐ Legal Aid ☐ Other State or Federal Agency
   ☐ Other _____
   What action is being or was taken by this agency? (if known) _____

10. Do you have a private attorney representing you in this matter? ☐ Yes ☐ No ☐ Previously had an attorney

11. Please describe your complaint in detail (attach extra sheets if necessary)

12. Have you complained to the business? ☐ Yes ☐ No If yes, when? _____

    What was the business' response _____

13. What do you believe would be a *fair resolution* of your specific complaint?

    Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. For legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

    THE ABOVE STATEMENTS ARE TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

_____ _____

SIGNATURE DATE