

STATE OF COLORADO

Division of Real Estate

Marcia Waters
Director

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www.dora.state.co.us/real-estate

Department of Regulatory Agencies

Barbara J. Kelley
Executive Director



John Hickenlooper
Governor

Mortgage @CUB Cf| | bUcf Complaint Form

All complaints must be submitted online, through the mail or via fax before the review process can begin. We cannot take complaints over the phone.

General Information:

- The Division will review all complaints.
- The Division may investigate the activities of a registrant or other person that present grounds for disciplinary action.
- The Division can suspend, revoke or deny a registration.
- The Division can refer cases to the Attorney Generals office or a local district attorney.

Please complete in detail, as much information as you can. Fields marked with this symbol ▶ are required.

1. Information About You:

▶ First Name: _____ Middle Initial: _____ ▶ Last Name: _____

▶ Mailing Address: _____
(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

▶ Phone Number: (____) _____ Fax: (____) _____

Mobile Phone: (____) _____

E-Mail address: _____

License Number: _____

2. **Whom is the complaint against?** It is very helpful if you provide the T ŠU license number. Search our online system to find the license number https://eservices.psiexams.com/index_login.jsp.

▶ First Name: _____ Middle Initial: _____ ▶ Last Name: _____

Business Name: _____

▶ Mailing Address: _____
(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

License Number: _____

Phone Number: (____) _____ Fax: (____) _____

Mobile Phone: (____) _____

E-Mail address: _____

3. Please summarize the nature of your complaint.

* Prior to describing your complaint, please remember the following:

- Take time to organize your thoughts and all information regarding your complaint.
- State your complaint as clearly as possible and in chronological order.
- Include all details of the events that occurred, including witnesses and their involvement in the transaction.
- Include all known contact information for all the parties referenced in your complaint.
- Provide all relevant supporting documentation.
- Please remember the Division is able to investigate and take appropriate disciplinary action more effectively when the above steps are followed

If your complaint involves more than one broker, please provide a SEPARATE COPY of all supporting documents for EACH individual you are filing the complaint against. Because the written material you submit maybe released during the investigation and at some point will become public record, you may wish to redact (remove) certain information prior to submitting materials to the Division of Real Estate (such as social security numbers, dates of birth, bank account numbers and other personal or financial information). The Division of Real Estate is NOT responsible for redacting (removing) such personal or financial information before materials are released or become public record.

Attach additional sheets if needed.

4. Describe in detail the complaint. At least one event detail is required to enter a complaint:

* Describe what you are complaining about.

- a. List events in chronological order. If you cannot remember the exact time and date, try to remember whether it was near some special event or day. Be as specific as you can.
- b. Explain what happened. Be as specific and detailed as possible (who, what, where, when, why and how).
- c. Or attach a detailed word document and any supporting documents.

Date	Event

Attach additional sheets if needed.

Foreclosure

* Have the allegations included in this complaint led to a foreclosure? Yes No

Please choose one or more factors that caused the foreclosure.

- Appraisal fraud
- Divorce
- Incompetence regarding the mortgage broker
- Lack of available mortgage credit
- Mortgage Product
- Personal financial hardship
- Lack of consumer education/financial literacy
- Loss of job
- Medical emergency
- Mortgage fraud
- Real estate fraud
- Other

4. Witnesses:

a) Witness Name: _____

Address: _____
(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

Phone Number: (____) _____ E-mail: _____

Mobile Phone: (____) _____

b) Witness Name: _____

Address: _____
(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

Phone Number: (____) _____ E-mail: _____

Mobile Phone: (____) _____

Attach more witnesses, if necessary, on a separate sheet of paper.

If you are currently represented by an attorney in this matter, provide the following (as applicable):

Attorney Name: _____

Law Firm Name: _____

Mailing Address: _____
(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

Phone Number: (____) _____ Fax: (____) _____

Mobile Phone: (____) _____

E-Mail address: _____

- a) Have you filed a lawsuit related to this complaint? Yes No If yes, attach a copy of the complaint.
- b) Has any lawsuit relating to this complaint been dismissed? Yes No If yes, attach a copy of all pertinent court documents including the final court order dismissing or otherwise adjudicating the case.
- c) Do you have a valid judgment against the person named in this complaint? Yes No If yes, attach a copy of the pertinent court documents including the final judgment.
- d) Have you participated in mediation, arbitration or a settlement agreement in your civil case? Yes No
- e) If yes, explain what happened and attach the written arbitration findings, settlement agreement or other relevant documents.

7. By submitting this form to the Division of Real Estate, I certify that the statements and information supplied by me are true and accurate to the best of my knowledge.

Signature

Date:

You may complete this form online at: <http://www.dora.state.co.us/real-estate/index.htm>

You may mail this form to: Division of Real Estate
Attn: Mortgage Broker Complaints
You may fax this form to (303) 894-2683. 1560 Broadway, Suite 925
Denver, CO 80202