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Better Business Bureau®  
**Start With Trust®**  
 In Dallas and Northeast Texas

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BBB Reliability Report for  
**Credit Solutions**

BBB Rating **F** [Ratings Explanation](#)

BBB issues Reliability Reports on all businesses, whether or not they are BBB accredited. If a business is a BBB Accredited Business, it is stated in this **report**.

**Find out more about this business:**

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› [Customer Complaint History](#)

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**BBB Accreditation**

This business is [not a BBB Accredited Business](#).

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**BBB Rating**

Based on BBB files, this business has a BBB Rating of **F** on a **scale** from A+ to F.

Reasons for this rating include:

- BBB concerns with the industry in which this business operates.
- 1629 complaints filed against business
- 6 complaints filed against business that were not resolved.
- Government action(s) against business.

[Click here for an explanation of BBB Ratings](#)

Complaints are regarding dissatisfaction with the company's service and misrepresentation of the results of the debt negotiation program. Specifically, customers complain that paying the company fee and following the debt negotiation program does not reduce debt, as stated by company representatives. As a result of the program, customers complain, they have an increase in debt, due to late fees or additional interest and negative credit reporting. The company resolves complaints by offering refunds or referring to the Client Services Agreement for explanation. Although the company resolves most of the complaints it has failed to correct the underlying reason for the complaints.

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## Business Contact and Profile

Name: Credit Solutions

Phone: (800) 353-7630

Address: 12700 Park Central Dr. ste 2100

Dallas, TX 75251-1500

Original Business Start  
Date: March 2003

Local Start Date: July 2003

Principal: Timothy Holt, Director of Customer  
Relations

Customer Contact: Joey Clapier, VP of Call Center  
Operations

Type of Business: Debt Settlement Companies

BBB Accreditation: This company is not a BBB Accredited  
business.

Additional DBA Names: Credit Solutions of America  
CSA  
CreditSolutions.com

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## Products and Services

This company offers a service for budget review, debt analysis, contacting creditors, and negotiating settlements with creditors for their clients for a fee.

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## Additional Locations and Phone Numbers

### **Additional Addresses**

2370 Performance Dr Bldg D  
Richardson, TX 75082-4333  
Joey Clapier, VP of Call Center Operations

PO Box 2709  
Addison, TX 75001-2709

### **Additional Phone Numbers**

Tel: (469) 341-1551  
Tel: (800) 409-2389  
Tel: (972) 322-8145  
Tel: (800) 648-4590

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### **Customer Complaint History**

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 1629 complaints about this company in the last 36 months, our standard reporting period. Of the total of 1629 complaints closed in 36 months, 279 were closed in the last year.

These complaints concerned :

- 50 regarding [Advertising Issues](#)
- 137 regarding [Billing or Collection Issues](#)
- 244 regarding [Contract Issues](#)
- 481 regarding [Customer Service Issues](#)
- 8 regarding [Delivery Issues](#)
- 22 regarding [Guarantee or Warranty Issues](#)
- 12 regarding [Product Issues](#)

278 regarding [Refund or Exchange Issues](#)

1 regarding [Repair Issues](#)

124 regarding [Sales Practice Issues](#)

272 regarding [Service Issues](#)

These complaints were closed as:

1280 [Resolved](#)

343 [Administratively Closed](#)

6 [Unresolved](#)

DETAILED VIEW

CHART VIEW

INDUSTRY COMPARISON

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### Government Actions

On May 19, 2009 the New York Attorney General filed suit against Credit Solutions of America alleging deceptive business practices and false advertising in connection with their debt settlement service. The lawsuit seeks to obtain restitution and damages for consumers and to prevent the company from engaging in deceptive practices. The case is pending.

On March 26, 2009 the Attorney General of Texas filed suit in the 261st District Court of Travis County against Credit Solutions of America, Inc. Charges filed indicate the business violated the Deceptive Trade Practices Act and has engaged in false, deceptive and misleading acts. Specifically, the charges indicate that the business; failed to negotiate with creditors for most accounts entered into its program, failed to reduce clients' debt balances by 40-60% as stated, deceived clients about the possible negative consequences such as fees, fines, lawsuits and negative credit reporting, and used misleading **selling practices**. The state's enforcement action seeks an injunction against Credit Solutions of America, Inc. that will prevent the company from continuing to unlawfully promise services which it does not deliver. The case is pending.

On January 14, 2008, the Idaho Department of Finance reached an agreement with Credit Solutions of America, Inc. In 2007, after reviewing the company's activities, the Director of the Idaho Department of Finance alleged that Credit Solutions violated the Idaho Collection Agency Act by providing credit counseling services without a state issued **license**. They alleged that Credit Solutions of America entered into 484 agreements to contact and negotiate with creditors to reduce debts for its clients. The company requested a limited power of attorney. The company then contacted creditors on behalf of the debtors and "instructed the creditors to cease and desist all communication with the debtors." According to the Department of Finance the respondent "was paid \$591,561.95" for the abovementioned services.

The Consent Order states that, "The Idaho Code section 26-2223 requires that any person or entity acting as a collection agency or credit counselor, or engaging or offering to engage in the business of credit repair, in Idaho, must first obtain a permit to do so from the Department of Finance." Idaho defines "credit counselor" as any person "engaged or offering to engage in the business of providing counseling or other services to debtors in the management of their debts, and contracting with the debtor to effect the adjustment, compromise, or discharge of any account, note or other indebtedness of the debtor." Pursuant to the agreement with the Idaho Department of Finance, Credit Solutions of America has agreed to refund all of its Idaho customers. The total refunded amount was \$588,000.

On June 2, 2009, the Missouri Attorney General's Office announced that it had filed suit against Credit Solutions of America for failure to deliver on its promises to alleviate credit-card debt and lower the monthly payments of its customers.

According to the Missouri AG's press release, the company "marketed to Missourians that it could reduce their payments by fifty percent, lower their monthly bills and get customers out of debt within three years." However, the Missouri AG's investigation found that the company did little or nothing to solve customer's debt problems.

According to the Missouri AG, Credit Solutions of America illegally charged customers around 15 percent of their entire debt by collecting an up-front payment and subsequent direct installments withdrawn from the customer's bank account. Missouri law prohibits a credit services company from taking money from a customer until all of the agreed-upon services are performed in full. The AG further notes that the company is not registered to do business within the state of Missouri, as is required by state law.

Inquiries from consumers should be directed to [consumer@ago.mo.gov](mailto:consumer@ago.mo.gov) or 1-800-392-8222 (from within Missouri) or 573-751-3321 (outside Missouri).

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### **Advertising Review**

BBB has no information regarding advertising review at this time.

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### **Industry Tips**

#### **Debt Management**

(Note: These tips pertain to the industry cited above and do not necessarily track our experience with the company in whose **report** they appear. In particular, industry complaints referenced below are typical of the industry as a whole, but not necessarily every company in the industry.)

Debt management companies collect money from debtors for the purpose of distributing it among creditors in full or partial payment of the consumer's debts. Complaints on some of these companies allege that creditors are not always paid as agreed, and the debtor ends up owing more than before.

Under Texas law, all debt management companies are required to annually register with the Office of Consumer Credit Commissioner if they provide these services within the State of Texas. The Office of Consumer Credit Commissioner can be contacted by phone at 800-538-1579 or online at [www.occ.state.tx.us](http://www.occ.state.tx.us) .

### **Debt Settlement**

(Note: These tips pertain to the industry cited above and do not necessarily track our experience with the company in whose **report** they appear. In particular, industry complaints referenced below are typical of the industry as a whole, but not necessarily every company in the industry.)

If a consumer is looking for assistance with negotiating or settling their debt, there are a few important points to consider.

Debt negotiation and debt settlement companies advertise their ability to negotiate or settle consumer's debt for a fraction of the debt actually owed and stop creditor harassment. However, the BBB has received many complaints from consumers alleging that many of these programs do not work as well as some of these companies advertise.

The BBB advises consumers to be wary of companies that guarantee debt settlement, inform consumers to stop paying their bills and ignore creditors, and collect upfront fees prior to providing services.

Complaints on some of these companies allege that creditors continue to harass clients, fees and interest continue to accumulate, and that the companies do not contact the creditors. In some cases, creditors turn the claims over to collection agencies, file suit and pursue collection of the money owed to them. Debts are not always settled, customer's credit can be ruined, and individuals that are sued are often forced to seek bankruptcy protection. Consumers usually experience difficulty obtaining refunds from these companies.

[DONT LET YOUR FINANCIAL SITUATION DETERIORATE](#)  
[Looking for Debt Relief? BBBTips Offer Consumers Advice on](#)  
[Choosing a Credit Counseling Agency](#)

[Tips on Choosing a Credit Counselling Agency](#)  
[What are Fair Debt Collection Practices?](#)

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### **BBB Copyright and Reporting Policy**

As a matter of policy, BBB does not endorse any product, service or business.

BBB Reliability Reports are provided solely to assist you in exercising your own best judgment. Information in this BBB Reliability **Report** is believed reliable, but not guaranteed as to accuracy.

BBB Reliability Reports generally cover a three-year reporting period. BBB Reliability Reports are subject to change at any time.

If you choose to do business with this business, please let the business know that you contacted BBB for a BBB Reliability **Report**.

ID: 90005445

Report as of April 5, 2010 00:38

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