

Beware of Direct Withdrawals from Funds Direct

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BBB is alerting consumers of Las Vegas company *Funds Direct*, who, according to a pattern of complaints, debits consumer's accounts for \$30 without their authorization.

Some consumers report that due to the debits, they were charged account overdraft fees and in some cases, were forced to close their accounts.

"I've never had any contact with Funds Direct, and hadn't even heard of them until they took \$30 out of my account causing an overdraft," stated a Florida consumer. *"I was told that my account would be refunded within 7-10 business days. It's been over a month and I still haven't received a refund."*

Although the company's [terms and conditions](#) state *"If you feel that for any reason you are not completely satisfied with our services we offer a no question 30-day money back guarantee,"* some consumers report not receiving promised refunds. The [company's website](#) guarantees "instant" and "fast cash," however, the information cannot be accessed until a password and email address are given through an unsecure site.

The BBB called the company representing a consumer who was charged the \$30 membership fee, and was directed to a call center. They refused to give us the company's actual physical location, refused to let us talk to a supervisor, and refused to tell us from where they received the consumer's debit account information. The telemarketer we spoke with confirmed he was not located in Las Vegas and that he answered phone calls for a variety of similar companies. After persistently asking the same questions, the telemarketer finally told us he'd transfer us to his supervisor, at which point, he hung up.

"Consumers who have unauthorized debit charges should speak with their banks immediately and consider closing their account," said Robert Crockett, CEO of BBB serving Southern Nevada. *"At this time, we're unable to determine where the company got the information in order to be able to debit consumer's accounts."*

Since the end of August, the BBB has received 87 complaints against the company which holds an F rating for complaint volume and seriousness of complaints.

The [company](#) has responded to some BBB complaints with a form letter stating refunds have been given for the withdrawals as well as the overdraft fees. Some consumers report never receiving the promised refunds.

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