BBB BUSINESS REVIEW

Is this your Business?

Overview | Complaints | Directions

THIS BUSINESS IS NOT BBB ACCREDITED

United Debt Services LLC

(866) 544-3495
View Additional Phone Numbers
2611 Internet Blvd, Suite 201, Frisco, TX 75034
http://www.uniteddebtservices.com

On a scale of A+ to F
Reason for Rating
BBB Ratings System Overview

Share Print

BBB Business Reviews may not be reproduced for sales or promotional purposes.

BBB Accreditation

United Debt Services LLC is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* United Debt Services LLC's rating include:

- Length of time business has been operating.
- 18 complaints filed against business
- 2 serious complaints filed against business.

Factors that *raised* United Debt Services LLC's rating include:

- Response to 18 complaint(s) filed against business.
- Resolution of complaint(s) filed against business.
- BBB has sufficient background information on this business.

"The BBB has requested information from this company to determine its compliance with the FTC rules governing debt relief companies, but the business has not yet provided the BBB with the requested information. However, the BBB has recently received notice from the company that it intends to provide the requested information no later than June 5, 2013. Until then, the BBB cannot determine the company's compliance with the FTC rules, so we urge prospective customers to seek such information directly from the company.

More information regarding the FTC rules can be found at the following link:

http://business.ftc.gov/documents/bus72-debt-relief-services-telemarketing-sales-rule-guide-business

Customer Complaints Summary

Read complaint details

18 complaints closed with BBB in last 3 years | 15 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	5
Billing / Collection Issues	2
Problems with Product / Service	11
Delivery Issues	0
Guarantee / Warranty Issues	0
Total Closed Complaints	18

Additional Complaint Information

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 partial refunds. Although the company resolves most of the complaints it has failed to correct the underlying reason for the complaints.

Read Complaints | Definitions | BBB Complaint Process | File a Complaint

Government Actions

BBB knows of no significant government actions involving United Debt Services LLC.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning United Debt Services LLC's advertising at this time.

What is BBB Advertising Review?

Additional Information

Top

BBB file opened: 05/10/2011
Business started: 02/01/2011

Type of Entity
Limited Liability Corporation

Business Management
According to information in BBB files, Mr. David Melrose, owner of United Debt Services LLC is also the owner of Payment Relief Center. The BBB maintains a separate report on that company. You may see that report by clicking on the following link, http://www.bbb.org/dallas/business-reviews/debt-relief-services/payment-relief-center-in-frisco-tx-90243076 .

Contact Information
Principal: Mr. David Melrose (Owner)

Business Category
Debt Relief Services

Industry Tips
Debt Relief
DONT LET YOUR FINANCIAL SITUATION DETERIORATE
Tips on Choosing a Credit Counselling Agency
What are Fair Debt Collection Practices?

Directions | Enlarge

QUICK LINKS

- File A Complaint
- Claim This Review
- Industry Tips
- What is a BBB Business Review?
- About Enhanced Services

ASSOCIATED SEARCHES

Find more businesses offering similar services.

FEEDBACK

RECOMMEND
Would you recommend this review to others?
Please Select: Yes No

SHARE WITH US
To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US
Email us at info@dallas.bbb.org with your questions, suggestions, and concerns.

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