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

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BBB Reliability Report for
FH Financial Services

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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BBB Accreditation

This business is not a BBB Accredited Business.

According to information in BBB files, representatives of FH Financial stated that "FH Financial has a good record with the Better Business Bureau, with only five complaints on file." FH Financial is not a BBB Accredited Business. This use of the BBB name and **report** is against BBB policy.

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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.
- Length of time business has been operating.
- 8 complaints filed against business

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Business Contact and Profile

Name: FH Financial Services

Phone: (866) 430-3437

Fax: (972) 387-7357

Address: PO Box 261589

Plano, TX 75026-1589

Website: www.fhfinancialservice.com

Original
Business Start Date: January 2006

Principal: Jacob Hunt, President

Customer Contact: Jacob Hunt, President

Type of Business: Credit - Debt Consolidation Services, Credit Repair Services - Advance Fee, Debt Settlement Companies, Referral Services

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

Additional DBANames: FH1 Financial Services

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Additional Locations and Phone Numbers

Additional Addresses

FH Financial Services
4230 LBJ Freeway
Suite 125
Dallas, TX 75244-6131
Jacob Hunt, President

8111 Lyndon B Johnson Fwy Ste 1150
Dallas, TX 75251

Additional Phone Numbers

Tel: (214) 269-5379
Tel: (866) 430-5374
Tel: (214) 269-5370

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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 8 complaints about this company in the last 36 months, our standard reporting period. Of the total of 8 complaints closed in 36 months, 7 were closed in the last year.

These complaints concerned :

- + 1 regarding **Advertising Issues**
- + 4 regarding **Contract Issues**
- + 2 regarding **Refund or Exchange Issues**
- + 1 regarding **Sales Practice Issues**

These complaints were closed as:

- + 5 **Administratively Closed**
- + 3 **Resolved**

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INDUSTRY COMPARISON

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Government Actions

On May 20, 2009 the Texas Attorney General charged in the District Court of Travis County that F H Financial Services, a Dallas based debt settlement company, violated the Texas Deceptive Trade Practices Act.

The charge alleges that company web sites and company representatives overstate the success of the debt settlement program, misrepresent debt settlement alternatives, and falsely state the company has a good record with the Better Business Bureau to persuade consumers to pay a fee for debt settlement services.

The Attorney General asked for an order that requires F H Financial to discontinue the practices, restitution of money paid by consumers and civil penalties. This action is pending

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Advertising Review

BBB has no information regarding advertising review at this time.

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Industry Tips

Credit Repair

(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.)

The Fair Credit Reporting Act gives you the right to obtain a copy of your credit **report**. You also have the right to dispute whether any specific entries on your **report** should be there. The credit bureau must then investigate and remove inappropriate entries.

Credit repair companies offer to assist you in verifying the entries on your credit **report**. No one can help remove an item just because it is negative. Information which is accurate and verified will usually remain on your credit **report** for seven years, or ten years in the case of bankruptcy. You do have a right to put a brief statement in your credit **report** explaining particular entries in some circumstances.

According to federal law, credit repair companies may not charge an up front fee for their services. Also, you have the right to cancel a contract with a credit repair organization within three business days from the date the contract was signed.

The Federal Trade Commission has information for you on how to improve your credit **report** and how to deal with credit repair companies. Call toll-free 877-382-4357 for assistance. You can also go to the Commission's Web site at www.ftc.gov for free information.

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.occc.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.

[Bankruptcy Scam Operators Can Lock You Out of Your Home](#)
[Credit Repair Fraud Proliferates](#)
[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**.

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