

CONSUMER COMPLAINT POLICY

The team at Nada Holdings Inc., and all its subsidiaries and affiliates (“Nada”), takes pride in providing excellent customer service. Should a customer have a complaint/grievance, they can follow the steps below to do so.

Procedures for processing a customer complaint

1. When a complaint (either in writing or verbally) is registered with our company, we will ask to discuss the matter with the client within 3 business days of receipt. An in-person meeting at the company will be offered to the client. If this is not attainable, we offer correspondence via video conference, email, or by phone.
2. The company will review the clients file with the client and the specific complaints will be discussed. The company will ensure every reasonable effort will be undertaken to satisfy the customer’s complaint.
3. The company will provide a letter, attached to the client’s file, summarizing the discussion and the resolution of the complaint. A copy of the letter will be sent to the client. Any subsequent responses from the client will be placed in the client’s file. A copy of the complaint and the responses will be maintained in our companies required complaint file.
4. All complaints will be handled by Nada’s President and CEO John Green who will be reasonably available during normal business hours.
5. A complaint issued from an outside agency, entity, or any other applicable third-party other than a Nada customer, will be promptly reviewed and a response (as applicable) will be provided within 15 business days of the receipt of the complaint by the company.

Contacts for complaints

Email: Complaints@Nada.co

Mail: 1315 Manufacturing St., Dallas TX 75207

Phone: (972) 445-7320

Procedures for Complaints in Texas

For real estate services and license holder related complaints, see:

- [TREC Consumer Protection Notice](#).

For mortgage origination and mortgage brokerage related complaints, see below:

NMLS ID: [1993600](#)

Pursuant to the requirements of Section 157.0021 of the Mortgage Banker Registration and Residential Mortgage Loan Originator License Act, Chapter 157, Texas Finance Code, you are hereby notified of the following:

CONSUMERS WISHING TO FILE A COMPLAINT AGAINST A MORTGAGE BANKER OR A LICENSED MORTGAGE BANKER RESIDENTIAL MORTGAGE LOAN ORIGINATOR SHOULD COMPLETE AND SEND A COMPLAINT FORM TO THE TEXAS DEPARTMENT OF SAVINGS AND MORTGAGE LENDING, 2601 NORTH LAMAR, SUITE 201, AUSTIN, TEXAS 78705. COMPLAINT FORMS AND INSTRUCTIONS MAY BE OBTAINED FROM THE DEPARTMENT'S WEBSITE AT WWW.SML.TEXAS.GOV. A TOLL-FREE CONSUMER HOTLINE IS AVAILABLE AT 1-877-276-5550.

THE DEPARTMENT MAINTAINS A RECOVERY FUND TO MAKE PAYMENTS OF CERTAIN ACTUAL OUT OF POCKET DAMAGES SUSTAINED BY BORROWERS CAUSED BY ACTS OF LICENSED MORTGAGE BANKER RESIDENTIAL MORTGAGE LOAN ORIGINATORS. A WRITTEN APPLICATION FOR REIMBURSEMENT FROM THE RECOVERY FUND MUST BE FILED WITH AND INVESTIGATED BY THE DEPARTMENT PRIOR TO THE PAYMENT OF A CLAIM. FOR MORE INFORMATION ABOUT THE RECOVERY FUND, PLEASE CONSULT THE DEPARTMENT'S WEB SITE AT WWW.SML.TEXAS.GOV