



Colorado Department of Law
Consumer Protection Section, UCCC
Ralph L. Carr Colorado Judicial Center
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Dear Consumer:

The Colorado Uniform Consumer Credit Code (UCCC) regulates consumer loans and consumer credit, payday loans, subprime mortgage loans, credit repair, tax refund anticipation loans, rent-to-own transactions, and credit counseling and debt settlement companies.

TO FILE A COMPLAINT:

1. Enclose **one** copy of all documents about your complaint. DO NOT SEND ORIGINALS.

We will review your complaint to determine if our office has the statutory authority to proceed. If we have jurisdiction, we may send a copy of your complaint to the company for its response. You will receive a copy of the company's response unless it is kept for additional investigation.

If we do not have jurisdiction over the matter, we will refer your complaint to the proper authority. We will notify you if we are unable to assist you.

It may take time to investigate your complaint. If a lawsuit has been filed against you, it is important that you appear in court and respond to all legal documents, as we cannot reverse a court order.

We are prohibited by law from giving legal advice. To preserve any legal rights you may have, you may wish to consult a private attorney about your legal options under the law.

