

CONSUMER COMPLAINT POLICY

Customer Feedback and Complaints

At Nada, we are committed to providing a high-quality experience for our customers. If you have a concern, issue, or feedback regarding our products or services, we encourage you to contact us so we can review and address it promptly.

You may submit a complaint or concern through any of the following channels:

- Email: Complaints@Nada.co
- Mail: 1315 Manufacturing St., Dallas, TX 75207
- Phone: 1 (833)-463-6232

Once we receive your message, our team will review the details and follow up with you to better understand your concern and work toward a resolution.

We aim to acknowledge all complaints promptly and will make every reasonable effort to resolve concerns in a timely and fair manner.

TEXAS REAL ESTATE RELATED COMPLAINTS

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

- [TREC: Consumer Protection Notice](#)
- [TREC: Information About Brokerage Services](#)

TEXAS MORTGAGE BANKER / LICENSED MORTGAGE BANKER RESIDENTIAL LOAN ORIGINATOR

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 WEBSITE AT WWW.SML.TEXAS.GOV