

12 USC 1431
STEPS FOR DISPUTE

If you are denied a loan or credit from a lender, here are the following steps you can take to dispute the decision. You will use 12 USC 1431 that has been laid out in the class.

1. Call customer service and ask to speak to the Underwriting Department with the company that denied you the loan or credit. If they do not provide you with the number to speak to them, ask for an email address to contact the Underwriting Department.
2. If Underwriting does not reverse the decision, then you will need to speak to a higher up within the company (CFO, VP, etc)
3. If the company still denies you the loan or credit, you will need to contact the Federal Home Loan Bank for your area to report the denial.