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

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BBB Reliability Report for
Debt XS

BBB Rating



[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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**What is a
 BBB Accredited
 Business?**
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**What are
 BBB Ratings?**
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BBB Accreditation

This business is [not a BBB Accredited Business](#).

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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.
- 120 complaints filed against business

[Click here for an explanation of BBB Ratings](#)

Complaints are regarding dissatisfaction with the company's service and misrepresentation of the results of the debt negotiation program. Specifically, customers complain that paying the company fee and following the debt negotiation program does not reduce debt, as stated by company representatives. As a result of the program, customers complain, they have an increase in debt, due to late fees or additional interest and negative credit reporting. The company resolves complaints by offering refunds or referring to the Client Services Agreement for explanation. Although the company resolves most of the complaints it has failed to correct the underlying reason for the complaints.

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Business Contact and Profile

Name: Debt XS

Phone: (972) 646-4430

Fax: (214) 556-2939

Address: 7668 Warren Pkwy Ste 325

Frisco, TX 75034-4161

Website: www.debtxs.com

Original Business

Original Business Start Date: January 1998

Principal: Mr. Ken Talbert, President

Customer Contact: Mr. Ken Talbert, President - (214) 442-1265

Email Address: [Send email to Debt XS](#)

Type of Business: Debt Settlement Companies, Credit - Debt Consolidation Services

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

The BBB has requested basic information from this company but has not received a response. As a result, the BBB may not have current information about the company

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Products and Services

According to information in Bureau files this company offers a service for budget review, debt analysis, contacting creditors, and negotiating settlements with creditors for their clients for a fee.

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Additional Locations and Phone Numbers

Additional Phone Numbers

Tel: (214) 442-1265

Tel: (888) 389-3535

Tel: (888) 510-1892

Tel: (972) 464-4431

Additional Fax Numbers

Fax: (866) 526-8671

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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 120 complaints about this company in the last 36 months, our standard reporting period. Of the total of 120 complaints closed in 36 months, 13 were closed in the last year.

These complaints concerned :

- 1 regarding [Advertising Issues](#)
- 4 regarding [Billing or Collection Issues](#)
- 14 regarding [Contract Issues](#)
- 40 regarding [Customer Service Issues](#)
- 2 regarding [Guarantee or Warranty Issues](#)
- 34 regarding [Refund or Exchange Issues](#)
- 8 regarding [Sales Practice Issues](#)
- 17 regarding [Service Issues](#)

These complaints were closed as:

- 49 [Administratively Closed](#)
- 70 [Resolved](#)
- 1 [Unresolved](#)

DETAILED VIEW

CHART VIEW

INDUSTRY COMPARISON

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Government Actions

BBB has no information regarding government actions at this time.

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Advertising Review

BBB has no information regarding advertising review at this time.

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Industry Tips

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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Report as of April 21, 2010 08:24

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