AFG Finance

318 North 3rd Street
Grandview, TX 76050
(800) 861-9395

Contact and complaints

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We can help with questions about your application or contract, payments, credit reporting, and complaints. Our phone number, hours, mailing address, and email addresses are listed on this page.

Credit reporting disputes

To dispute information we reported to a consumer reporting agency, email our disputes address or write to us with the details listed on our credit reports page.

Complaints

Tell us what happened, what you would like us to do, and how to reach you. We confirm that we received your complaint within five business days and work to resolve it within 30 days. If we need more time, we tell you why.

If your complaint is not resolved

You can also contact the agencies that oversee our business:

- Texas residents: Office of Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705; (800) 538-1579; occc.texas.gov
- Consumer Financial Protection Bureau: consumerfinance.gov/complaint or (855) 411-2372
- Federal Trade Commission: ReportFraud.ftc.gov or (877) 382-4357