

Complaint Notice

If you have a complaint against BNSF Credit Union, the first step is to contact an Officer of the credit union so that we may attempt to resolve the complaint directly. We value your membership. If we are unable to resolve these problems directly, you may contact the Texas Credit Union Department.

This credit union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. Any member wishing to file a complaint against the credit union should contact:

The Texas Credit Union Department by the means indicated below:

In person or by U.S. Mail:

914 East Anderson Lane
Austin, Texas 78752-1699
512 837 9236
Fax: 512 832 0278

[**complaints@tcud.state.tx.us**](mailto:complaints@tcud.state.tx.us)

[**www.tcud.state.tx.us**](http://www.tcud.state.tx.us)