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Better Business Bureau®
Start With Trust®
 In the San Francisco Bay Area and Northern Coastal California



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BBB Reliability Report for

Freedom Debt Relief

BBB Rating **F** [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 Freedom Debt Relief:

- > [BBB Accreditation](#)
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[Customer Complaint History](#)

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BBB Accreditation

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

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BBB Rating for Freedom Debt Relief

Based on BBB files, Freedom Debt Relief 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.
- 227 complaints filed against business

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

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Business Contact and Profile for Freedom Debt Relief

Name: Freedom Debt Relief

Phone: (650) 571-0961

Fax: (650) 332-1515

Address: 1875 S Grant St Ste 400

San Mateo, CA 94402-2676

Original Business Start
Date: December 2002

Principal: Mr. Andrew Houser, CO-CEO

Customer Contact: Mr. Andrew Houser, CO-CEO - (650) 571-0961

Email Address: andrew@bills.com

Employees: 550

Type of Business: Debt Settlement Companies, Credit & Debt Counseling

BBB Accreditation: Freedom Debt Relief is not a BBB Accredited business.

Additional DBA: Freedom Financial Network, LLC

Names: Debt Resolution Partners
Freedom Debt Relief USA
Century Negotiation
Freedom Financial

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Products and Services of Freedom Debt Relief

This company offers consumer debt settlement services.

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Business Management

Additional company management personnel include:

Mr. Brad Stroh - CO-CEO

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Additional Locations and Phone Numbers

Additional Phone Numbers

Tel: (800) 544-7211

Tel: (650) 571-5969

Tel: (650) 573-1817

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Licensing for Freedom Debt Relief

This company is in an industry that may require licensing, bonding or registration in order to lawfully do business. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

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Customer Complaint History for Freedom Debt Relief

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 227 complaints about Freedom Debt Relief in the last 36 months, our standard reporting period. Of the total of 227 complaints closed in 36 months, 79 were closed in the last year.

These complaints concerned :

- 5 regarding [Advertising Issues](#)
- 27 regarding [Billing or Collection Issues](#)
- 56 regarding [Contract Issues](#)
- 39 regarding [Customer Service Issues](#)
- 2 regarding [Delivery Issues](#)
- 8 regarding [Guarantee or Warranty Issues](#)
- 35 regarding [Refund or Exchange Issues](#)
- 26 regarding [Sales Practice Issues](#)

29 regarding [Service Issues](#)

These complaints were closed as:

214 [Resolved](#)

13 [Administratively Closed](#)

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

[BBB System and ClearPoint Financial Solutions, Inc. Launch New Credit Education Partnership](#)

[Campaign Launched to Educate Students and Families about Responsible Debt Management](#)

[Consumers Encouraged to Avoid Debt "Hangovers"](#)

[Credit Repair Fraud Proliferates](#)

[Dont Wait for the Post-Holiday Remorse; Develop a Financial Roadmap Today](#)

[DONT LET YOUR FINANCIAL SITUATION DETERIORATE](#)

[High Cost Payday Lenders Advertise Everywhere](#)

[How to Choose a Credit Counseling Agency](#)

[Looking for Debt Relief? BBBTips Offer Consumers Advice on](#)

[Choosing a Credit Counseling Agency](#)
[The Holiday Season is Not a Time to Ignore Unpaid Bills](#)
[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 Freedom Debt Relief, please let them know that you contacted BBB for a BBB Reliability **Report**.

ID: 65019

Report as of March 16, 2010 21:05

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