



## The International Factoring Association

### MEMBER COMPLAINT FORM

The International Factoring Association is an trade association whose members are engaged in accounts receivable financing through factoring, asset based lending or P.O financing. All IFA members have agreed to adhere to our code of ethics. The code may be found at: <https://www.factoring.org/documents/Code%20of%20Ethics.pdf>

If you feel that a member has violated a section of the code of ethics, please fill out and return the following information to the IFA. We will follow up and take appropriate action.

Name

Company  
Name

Phone

Address

City

State

Zip Code

Email

MC# (If Applicable)

IFA Member Name

Contact(s) within Member Organization

Member Address

City

State

Zip Code

Code of Ethics you feel was violated?

When did you begin working with the member?



What is the issue you are having (be as specific as possible)

What have you done to resolve the conflict?

What communication did you have with the member? (Include dates, contact and as much detail as possible)



What do you feel should  
be done to resolve this  
situation?

By completing this form, you agree that the IFA may find it necessary to contact all parties involved and pass on the information contained on this form. The IFA will work to find a resolution to this conflict. All parties understand that the IFA is not a regulatory agency.

We may contact you if we have additional questions.

Please submit by email or you can print out the form and return via e-mail to:  
[info@factoring.org](mailto:info@factoring.org), or via fax to 805-773-0021, or mail to: PO Box 39 Avila Beach, CA 93424-0039

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