

Customer Complaint Policy

Purpose

This document establishes the corporate policy and standards for responding to customer complaints made against Providence Title, LLC.

Policy

All Providence Title, LLC employees are responsible for promptly and seriously addressing any complaint made by a customer against Providence Title, LLC or its employees. Agents receiving a communication from a customer (via phone, fax, e-mail, or in person) with a complaint must

- Remain courteous at all times and, under all circumstances, refrain from engaging in argumentative behavior with the customer regardless of the nature of the complaint or the conduct of the customer.
- Completely and accurately document information pertinent to the complaint in writing
- Escalate the call to the owner, Memorie K White IMMEDIATELY
- Not confirm, discuss, or reveal the borrower's-specific information without confirmation of the caller's identity as the borrower in question and written authorization on file

Privacy

Federal privacy laws prohibit the release of borrower-specific information to anyone without

- The borrower's expressed, written authorization or
- Order of a court of competent jurisdiction

Documentation

All formal complaints against Providence Title, LLC or its employees must be documented using the Providence Title, LLC Customer Complaint Form.

Violation of Policy

Failure to adhere to all requirements stipulated in this policy and all related documents may result in disciplinary actions, up to and including

- Immediate removal of any applicable hardware/software/access to the Providence Title, LLC computer network or business systems
- Formally reporting the incident to Providence Title, LLC senior management
- Termination of employment
- Any other action deemed necessary by Providence Title, LLC senior management

Review

Providence Title, LLC has voluntarily adopted this policy for its sole and exclusive use. This policy and all related documents will be reviewed annually or as needed based on prevailing business conditions.