

Complaint Resolution Form

What type of complaint is this? (select all that apply)

Response Due Date:

chat

face to face

email

phone

Internet Banking

social media

mail

Other:

Consumer Information

First Name

Last Name

Contact Information (phone or email address)

Customer

Consumer does not want to be contacted

Non-Customer

Reporting on behalf of another

If reporting on behalf of another, for whom?

Complaint involves

Describe the complaint

- Accessibility of Services (ADA)
- Cross-Sell Practices
- Discrimination
- Mortgage/Loan Servicing
- Advertising/Marketing
- Customer Service
- Fees
- Overdraft Practices/Fees
- Community Reinvestment Act
- Deposit/Check Cashing Policy
- Misleading practice/interaction
- Product/Service

Account/Loan/Product affected (select all that apply):

Internet Banking

Other:

- Consumer
- Commercial

Account #

Credit Card #

VISA/ATM #

Loan #

Mortgage #

Location Employee Information

Date Complaint Received

Employee

Location

Complaint referred to:

Compliance Department

Type of Issue

Ranking of Complaint

- Unfair
- Deceptive
- Abusive

Complaint Tracking Form

Date of Complaint

Consumer First Name

Consumer Last Name

Source of Complaint

Channel

Customer

Email

Non-Customer

Face to Face

Attorney

Internet Banking

Regulator

Mail

Other

Phone

Social Media

Other

Complaint forwarded to (Branch/Dept)

Complaint received from (Branch/Dept):

Category

Line of Business Affected

Vol

Accessibility to Services (ADA)

Credit Card

Yes

Community Reinvestment Act(CRA)

Commercial Account/Product

No

Cross Sell Practices

Commercial Loan

Deposit/Check Cashing Policy

Consumer Account/Product

Discrimination

Consumer Loan

Fees

Internet

Marketing

Mortgage

Misleading Practice/Interaction

VISA/ATM/BVIS

Mort/Loan Servicing

Other

Overdraft Practices/Fees

Product/Service

Customer Service

Other

Employee Mentioned in Complaint (if applicable)

Date of Resolution

Regulation

Summary

Resolution