

## Complaint Resolution Procedures

In adherence with the Customer/Consumer Complaint Policy for Corinthian Title & Escrow, all employees will be required to review and acknowledge the processes and procedures outlined herein. Please note that the following is a guideline and each complaint will be addressed based upon the information presented by the customer/consumer.

### Customer/Consumer Complaint Processes and Responsibilities

#### A. Receiving Customer/Consumer Complaints

1. Every employee is informed and aware that Customer/Consumer Complaints may come to the company in many forms including but not limited to:
  - a. Telephone Calls
  - b. Written Correspondence
  - c. Emails
  - d. Voice Mail
  - e. Legal Action
2. If an employee hears/receives information as a complaint, the complaint shall be documented using the Complaint Intake form. If complaint is not resolved at time of call or contact, the Intake Form is sent on to responding Department Manager for resolution.
3. When the complaint is received in person or by telephone, the employee should remain calm and courteous while actively listening to the consumer and gathering as much detailed information as possible while maintaining confidentiality.

#### B. The Department Manager in receipt of the complaint is responsible for:

1. Contacting the Customer/Consumer – originator of complaint
2. Ensuring the complaint is addressed in a timely manner
3. Updating and maintaining the Complaint Intake Form and Log
4. Investigating the nature of the complaint, including but not limited to:
  - a. determining the validity of the complaint, obtaining facts and circumstances that led to the complaint, and determining best possible resolution of complaint and implementing resolution
5. Maintaining the complaint documentation in an orderly and professional manner, including but not limited to:
  - a. Complaint Intake Form
  - b. Logging and documenting all correspondence related to the complaint
  - c. Obtaining and maintaining all supporting documentation related to the complaint
6. Informing Senior Management of the status of filed, resolved and unresolved complaints

**Review**

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

**Approved**

Michael Godwin, Chief Operating Officer

Larry Vinti, Chief Financial Officer

Sherrie Suanico, Vice President

**Revision History**

Version Number	Revised Date	Effective Date	Approved By	Brief Change Summary