

Customer/Consumer Complaint Policy

Purpose

This document establishes the corporate policy, process, and standards for responding to customer/consumer complaints made against Corinthian Title Company.

Policy

Corinthian Title Company remains dedicated to pursuing a resolution for each customer/consumer complaint that is preferable and acceptable to the customer/consumer and the Company. This policy and underlying process will help ensure that the Company is correcting any concerns and continuing with its standard of compliant transactions and service levels.

All Corinthian Title Company employees are responsible for promptly and seriously addressing any complaint made by a customer/consumer against Corinthian Title Company or its employees. Employees receiving a communication from a customer/consumer (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 consumer/customer regardless of the nature of the complaint or the conduct of the customer/consumer
- Completely and accurately document information pertinent to the complaint in writing using Complaint Intake Form
- Not confirm, discuss, or reveal customer/consumer-specific information without confirmation of the caller's identity as the party in question and written authorization on file
- Escalate the call to a supervisor when
 - It becomes clear the customer/consumer wishes to pursue a formal complaint
 - The employee feels unable to further assist the customer/consumer

Privacy

Federal privacy laws prohibit the release of consumer/customer-specific information to anyone without

- The consumer/customer's expressed, written authorization or
- Order of a court of competent jurisdiction

Documentation

All formal complaints against Corinthian Title Company or its employees must be documented using the Corinthian Title Company Complaint Intake Form. The intake form, corresponding documentation, and resolution log will be maintained by senior management and routinely audited for training purposes and to address any service issues.

Violation of Policy

Failure to adhere to all requirements stipulated in this policy and all related documents may result in disciplinary actions. It is the responsibility of any employee to obtain clarification from a manager if they do not understand any part of this policy.

Review

Corinthian Title Company 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.

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