

INTERNAL REPORT OF COMPLAINT / DISPUTE

IDENTIFYING AND CONTACT INFORMATION FOR THE INDIVIDUAL INITIATING THE COMPLAINT OR DISPUTE				
Last Name	First Name and MI	Relationship with the Bank		
Street Address	City	State	ZIP Code	
Email Address	Daytime Phone	Alternate Phone		
Organization with which this individual is affiliated, if relevant to the complaint or dispute			Phone number for Affiliated Organization	

ACCOUNT INFORMATION Provide information on the credit or deposit account(s) to which the complaint or dispute relates, if any		
Account Number	Account Type	Account Description
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ADVERSE ACTION INFORMATION If the complaint or dispute relates to an adverse action notice denying employment, a deposit application or a loan request, provide information below on adverse action notice		
Application or Request Type	Notice Date	Bank Personnel Responsible for the Adverse Action Notice

GENERAL NATURE OR SUBJECT OF COMPLAINT OR DISPUTE (check all that apply)	
<input type="checkbox"/> Denial of application for a loan or line of credit account <input type="checkbox"/> Dispute of deposit account charge or transaction <input type="checkbox"/> Complaint regarding loan servicing, loan payments <input type="checkbox"/> Report of possible fraudulent activity or identity theft <input type="checkbox"/> Complaint regarding deposit accounts offered by Bank <input type="checkbox"/> Denial of application for employment <input type="checkbox"/> Other – Describe / Characterize:	<input type="checkbox"/> Denial of application for a deposit account <input type="checkbox"/> Dispute of credit account charges or transactions <input type="checkbox"/> Dispute of credit account information reported to credit bureau(s) <input type="checkbox"/> Complaint regarding Bank locations, facilities, ATMs <input type="checkbox"/> Complaint regarding credit products offered by the Bank <input type="checkbox"/> Employment termination
General Description of the Complaint or Dispute, with Relevant Circumstances, Considerations or Details	
Date of Complaint / Dispute Notification	Banking Location(s) and Bank Personnel Mentioned in Complaint or Dispute
Form of Notice of Complaint or Dispute: <input type="checkbox"/> In Person <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Fax <input type="checkbox"/> Mail / Letter <input type="checkbox"/> Internet / Social Media <input type="checkbox"/> Other	

CONTACT INFORMATION FOR BANK EMPLOYEE REPORTING DISPUTE OR COMPLAINT NOTICE		
Name of Bank Employee Reporting Dispute or Complaint	Telephone / Extension	Banking Location & Department
Comments		

SUBMISSION This form and any related documentation or materials should be scanned and sent to the appropriate persons and / or departments within 48 hours. If additional materials are to be received, they should be scanned and forwarded separately – submission of this form should not be delayed to allow for receipt of additional documentation. Guidelines with respect to the persons and departments to which complaints should be submitted are provided in the Bank's Complaints and Disputes Policy.

REMINDER Many types of disputes or complaints received by banks are covered by federal and/or State laws and regulations which specify (a) the timeframes in which complaints or disputes must be investigated and resolved, (b) how such matters must be handled and documented, and (c) the limitations of customer liability. It is, therefore, critical that complaints and disputes be well documented and promptly forwarded to Bank personnel responsible for investigations and resolution.