



## **Customer Feedback Policy**

It is the policy of Allen Tate Mortgage Services, Inc. to respond to complaints, disputes and issues immediately; to take each complaint seriously; to investigate each complaint immediately and to take remedial actions swiftly.

As soon as a complaint is received, it is documented and logged into a report. The complaint is sent directly to the Director of Compliance or the President in order to take action. All complaints and records of complaints are kept in a special complaint folder with the Director of Compliance. Reports on complaints reviewed during the Compliance committee meeting.

Allen Tate Mortgage is focused on providing financial products and services to all customers in compliance with all Federal and State regulatory policies including but not limited to consumer protections, fair lending and civil rights laws.

In the event of a complaint needs to be filed with Allen Tate Mortgage, the individual or agency can:

- Contact the Director of Compliance of Allen Tate Mortgage at 704-547-5634
- Notify Allen Tate Mortgage in writing at:

**Allen Tate Mortgage Services, Inc.  
Director of Compliance  
8640 University Executive Park Dr., Suite A  
Charlotte, NC 28262**

The complaint should be submitted in writing, and should include the following information:

- The name, address, and telephone number of the complainant
- A description of the act or practice that is thought to be unfair or deceptive, or in violating of existing law or regulation, including all relevant facts.

Response to a complaint sent directly to Allen Tate Mortgage will typically be provided before the end of 30 day period from the date that we received the complaint.

In the event a complaint is not resolved to your satisfaction, you may contact our federal regulator, Consumer Financial Protection Bureau at 855-411-2372 or visit their site at [www.consumerfinance.gov](http://www.consumerfinance.gov).