

## **CUSTOMER COMPLAINT POLICY**

It is the policy of our company to respond to customer complaints, disputes and issues immediately, to take each complaint seriously, to investigate each complaint however small it is – immediately and to take remedial actions swiftly.

As soon as a complaint is received, it is documented and is logged into a special log. The complaint is sent directly to the Compliance Manager or his designate, in order to take action. Our Compliance Manager is

All complaints and records of complaints are kept in a special complaints binder along with all the Compliance Manager's Quality Control Files and other written policies so employees can easily access them and use them to provide better customer service. Reports on complaints are reviewed during the Compliance Manager's meetings with our Board. We are focused on providing financial products and services to all customers ("You" or "Your") in compliance with all Federal and State regulatory policies including but not limited to consumer protection, fair lending and civil rights laws. For more information, contact us at 954-967-6600 or email Andrew Fiske [andy@cfmmtg.com](mailto:andy@cfmmtg.com).