

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 Customer Complaint Officer or designate, in order to take action. Our Customer Complaint Officer is Nick Gruen.

All complaints and records of complaints are kept in a special complaints binder along with all the Customer Complaint Officer'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 Customer Complaint Officer's meetings with our Board. We are 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 protection, fair lending and civil rights laws.

In the event a complaint needs to be filed with us the complaining entity or person may:

- Contact our Customer Complaint Officer at the number above.
- Notify our Customer Complaint Officer in writing via email.
- Write a traditional letter to us at the address below.

The complaint should be encouraged to 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 us will typically be provided before the end of thirty (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 the **Consumer Financial Protection Bureau** at <http://www.consumerfinance.gov/complaint/>

Accepted for the Company:

Nicholas Gruen

Name

12.01.2023

Date

Address for traditional
Grid Mortgage Inc
11 San Pablo Cir North
Jacksonville, FL 32250

FOR WEB SITE

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