

Pillar #7 – Consumer Complaints

Effective Date	Approved By (<i>Manager</i>):	Approval Date
December 22, 2015	Lisa Hannah Walker	

Applicable Parties:

Employees, Temporary Employees, Service Providers (Vendors, Contractors, Couriers, and 3rd parties)

Supporting Documentation

- Rizolv.net
- Employee Tracking Log

Revision History:

Version Number	Revision Date	Approved By	Summary of Changes

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PO 7.01 - Consumer Complaints

Clear Title, LLC utilizes Rizolv.net to receive and address consumer complaints and to ensure that we maintain a high level of service and continue to operate in a compliant manner. Rizolv allows Clear Title, LLC to promptly handle and resolve customer issues by capturing complaints and assigning them to two points of contact and enables us to effectively communicate with customers regarding complaints as well as helping to make sure that customer care and a resolution to the complaint is our highest priority.

Each of the following criteria will be met to qualify as a consumer complaint:

- 1) Submitted by or on behalf of a consumer
- 2) Expresses verbal or written notice of poor service, dissatisfaction, non-compliance with the law, allegations, discrimination, litigation (or threat thereof)
- 3) Relates to the agreed upon service that has been or is being provided
- 4) A response or resolution is explicitly or implicitly expected

PR 7.01(a) - Recordation and Response

Intake:

Clear Title, LLC accepts consumer complaints regardless of source or method of submission. All complaints are appropriately documented using Rizolv.net. If a complaint is received in an alternate manner, a corresponding file is open in Rizolv.net to document and track the complaint.

Complaint Routing:

Once validated, complaints are immediately routed to two points of contact. Upon receipt, Management will review the complaint and file and respond to, address and/or resolve the complaint promptly.

PR 7.01(b) - Reporting

Logging/Tracking:

- 1) If a complaint is received through Rizolv.net, an acknowledgment email is promptly sent to the customer with a case number and link to login and securely communicate and track the progress of the complaint as well as the two points of contact within Clear Title, LLC.
- 2) If a complaint is received via email or another fashion, a corresponding file is open within Rizolv.net to document and track the progress and resolution of the complaint for the customer.
- 3) Each complaint is maintained in Rizolv.net for least one year from the date the complaint was received or as required by law.

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- 4) Information contained in Rizolv.net platform is confidential unless required to be disclosed under third party contracts or the law.

PR 7.01(c) - Analysis and Self-Assessment

- 1) Management periodically reviews its complaint data to ensure complaints are addressed in a timely manner, identify process improvement opportunities and make adjustments to business practices as appropriate.
- 2) Consumer Complaints may result in retrospective corrective action when appropriate.

PR 7.01(d) - Training

- 1) Training is conducted for identified employees.
- 2) At hire and annually all identified employees are provided with a copy of the "Best Practices Pillar #7 – Consumer Complaints" policy and procedures.
- 3) Training completion and policy delivery is maintained on the Tracking Log.

CONTACT US:

- Consumer Complaints: <https://getcleartitle.rizolv.net/Customer/Case/Create>

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