



# AMERICA'S ONE

## TITLE AGENCY

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### Policies and Procedures

## Consumer Complaints

<b>Purpose</b>	To establish a process for receiving and addressing consumer complaints to ensure that America's One Title Agency addresses any instances of poor service or non-compliance.
<b>Scope</b>	These policies and procedures are for all of America's One Title Agency (hereafter referred to as "The Company") locations including all satellite offices. These procedures are to be followed by all employees and independent contractors where applicable.
<b>Procedures</b>	<p><b>Maintain a standard consumer complaint form that identifies information that connects the complaint to a specific transaction.</b></p> <p>The Company has a standard consumer complaint log and uses this to record any/all consumer complaints. As circumstances warrant, supporting documents are attached to the complaint form which provide additional information including communications, facts or specific details. Management documents approval on completed consumer complaint forms.</p> <p><b>Single point of contact for consumer complaints and process for routing consumer complaints to appropriate personnel.</b></p> <p>David Nichols, President, is the single point of contact at The Company for consumer complaints. The nature of the complaint determines to which appropriate personnel the complaint will be forwarded, if necessary.</p> <p><b>Log of consumer complaints that includes whether and how the complaint was resolved.</b></p> <p>The Company maintains a Consumer Complaint Log (attached) with information on all consumer complaints and their status. Company Management will periodically review, date and sign-off on the Consumer Complaint Log.</p>

<b>Contact Officer</b>	<i>David Nichols, President</i>
<b>Date Approved</b>	10/01/2013

<b>Date of Commencement</b>	10/01/2013
<b>Amendment Dates</b>	12/22/2014, 01/25/19
<b>Date for Next Review</b>	01/2020
<b>Related References and Links</b>	<ul style="list-style-type: none"> <li>• <i>Consumer Complaint Form is kept on the Shared Drive/AOT Company File/Consumer Complaint</i></li> <li>• <i>Consumer Complaint Log is kept Shared Drive/AOT Company File/Consumer Complaint.</i></li> </ul>

