

This information is not a substitute for legal advice, is for your reference only, and is not intended to represent the only approach to any particular issue. This information should not be construed as legal, financial or business advice, and users should consult legal counsel and subject-matter experts to be sure that the policies adopted and implemented meet the requirements unique to your company.

Consumer Complaints

Verbal complaints shall be referred to the Manager. Personal contact shall then be made to determine the nature of the complaint. Written complaints shall be delivered to the Manager for response. All complainants shall be informed of the right for their claim to be presented to the Board of Directors.

A consumer complaint log shall be maintained by the manager and include the following information:

Employee file

Consumer name

Brief description

Date received and to whom assigned

Date of last contact with consumer

Date of last activity or updated information

Status (i.e. Pending, Action Required, Resolved)

Date resolved and description of resolution.

Errors and Omission claims shall be submitted in writing and delivered to the carrier as soon as it is reported to the Manager. The Manager shall immediately inform the Board of Directors of any claim.

All claims will be reviewed by the Manager and employee(s) and any steps necessary will be implemented to prevent future occurrences.

Cass County Abstract

A decorative flourish consisting of a horizontal line with a central oval shape and two curved lines extending outwards from the oval.

Complaint Log and Forms

Cass County Abstract Consumer Complaint

Employee:

Consumer name:

Brief description :

Date received and to whom assigned:

Date of last contact with consumer:

Date of last activity or updated information:

Status:

(i.e. Pending, Action Required, Resolved)

Date resolved and description of resolution

CASS COUNTY ABSTRACT CO., INC.

DELIVERY POLICY

Upon receipt, abstracts shall be recorded in Orders listing dated received and the person/firm who delivered the abstract.

Upon completion, abstracts shall be delivered to the party designated on the order from. Recipient must sign for abstract.

Delivery of abstract shall be recorded in Orders by date and recipient.

Written copy of Order showing receipt shall be retained as part of the permanent records of Cass County Abstract Co., Inc.

If an employee of Cass County Abstract Co. Inc. personally delivers the abstract, the abstract shall be kept in a folder so that no NPPI information is visible. If a vehicle is used to deliver the abstract and the abstract is left unattended in the vehicle, the vehicle shall be locked and no NPPI information shall be visible from outside the vehicle.

