

Maritime Mortgage Corp
DBA Maritime Home Loans (P.C)
2018

It is the policy of Maritime Mortgage Corp/Maritime Home Loans to respond promptly and accurately to any consumer complaint regarding our products, services or the manner in which we treated the consumer, provided the person making the complaint identifies himself/herself.

All consumer complaints received by Maritime Mortgage Corp shall be forwarded to the President. The President will notify the appropriate Manager of the impacted Business Unit and together they will determine if further escalation of the complaint is warranted.

Complaints can be submitted by calling 781-341-4000
emailing **problem@maritimeloan.com** or in person or mail at 4 Cabot Place,
Stoughton MA 02072

In the event of a verbal complaint, the employee receiving the complaint shall document the complaint in writing. An investigation will be conducted promptly and a response shall be provided to the consumer generally within ten business/calendar days. If the complaint involves an employee(s) of Maritime Mortgage Corp, the employee(s) shall not be the primary person(s) responsible for the investigation and response to the complaint. All written complaints shall be responded to in writing. Verbal complaints may be responded to verbally, but a written confirmation of the response shall be sent to the customer.

If a consumer claims they are victims of possible fraud, identity theft, breach of information, financial loss, or criminal activity, the President will initiate an investigation,

A record of consumer complaints, record retention of such complaints, any supporting documentation and responses shall be retained by the President and/or Quality Control officer.

Please note: this policy is not intended to cover customer notifications in regard to error/omission resolution claims under Regulation E, qualified written requests that assert an error and requests for information under the Real Estate Settlement Procedures Act (RESPA), billing error resolution under Regulation Z and disputes under the Fair Credit Reporting Act (FCRA). These areas have regulatory requirements regarding timing, investigation, response and retention. Such communication is covered by other policies and/or procedures. Departments should follow their procedures for assessing and responding to complaints within these categories.