



Consumer Complaint Form

Thank you for taking the time to submit a Consumer Complaint to our company. Your input is extremely valuable to us and we will make every effort to resolve your issue.

1. **Your information.** We collect the following information so that we can contact you for follow up information and to determine who else may be affected the the issue(s) raised in your complaint.

Full Name _____

Address _____

Daytime Phone or Email _____

Reference Escrow Number _____

2. **Information on the individual** within our organization about which you have a complaint:

Employee Name _____

3. **Describe your complaint.** Please clearly describe the events in the order in which they occurred, including full names, address, a description of the problem with the amounts, dates of any transactions and the contact information for any witnesses, and any other relevant information that may assist us in resolving your complaint. Finally, please state if you have filed a lawsuit or arbitration for this complaint. For your protection, **do not include personal confidential information, such as your Social Security number.** Include extra pages if necessary.

4. **What do you believe would be a fair resolution to this matter?**

In submitting this complaint, you agree that the information provided is true and correct to the best of your knowledge and that the information may be used by our Complaint Department for its investigation. Consumer complaints are considered to have been received by us in confidence, however, we may, at our sole discretion, disclose your complaint to the person for the purpose of corrective action. We may choose to disclose your complaint to others for the purpose of facilitating an investigation of the person complained against.

Please mail this form and a copy of all documentation to:

COLLEGE ESCROW, Inc.
Attention: Tobie Medina/Compliance
1276 North Yale Avenue
Claremont, CA 91711

We will contact you shortly after receipt of this form. If you have any questions or need assistance filling out this form, please call us at (909) 621-7855