

## The Cooperative Bank Complaint Form

Branch Location: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Account/Loan Number: \_\_\_\_\_

Address: \_\_\_\_\_ Type of Account: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

*Nature of complaint (reference and attach any supporting documentation such as a written complaint, account history, etc.):*

*Resolution or recommended resolution, if any:*

*Method and date resolution was communicated to customer:*

*Forward the original form to the VP Retail Banking along with supporting documentation. The business area handling the complaint should maintain a copy for their records.*

Resolved by: \_\_\_\_\_ Date: \_\_\_\_\_

Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Print

Clear