

Customer Complaint Policy

Purpose

This document establishes the corporate policy and standards for responding to customer complaints made against Landstar Title Agency, Inc.

Policy

All Landstar Title Agency, Inc.. employees are responsible for promptly and seriously addressing any complaint made by a customer against Landstar Title Agency, Inc.. or its employees. Agents receiving a communication from a customer (via phone, fax, e-mail, or in person) with a complaint must

- Remain courteous at all times and, under all circumstances, refrain from engaging in argumentative behavior with the customer regardless of the nature of the complaint or the conduct of the customer.
- Completely and accurately document information pertinent to the complaint in writing. It must be documented on the Complaint Form and. Complaint Log. Both of which are attached.
- Escalate the call to a senior call specialist, secondary support associate, or supervisor if
 - It becomes clear the customer wishes to pursue a formal complaint
 - The agent feels unable to further assist the customer
- Not confirm, discuss, or reveal the borrower's-specific information without confirmation of the caller's identity as the borrower in question and written authorization on file

Privacy

Federal privacy laws prohibit the release of borrower-specific information to anyone without

- The borrower's expressed, written authorization or
- Order of a court of competent jurisdiction

Documentation

All formal complaints against Landstar Title Agency, Inc.. or its employees must be documented using the Landstar Title Agency, Inc.. Customer Complaint Form below.

Violation of Policy

Failure to adhere to all requirements stipulated in this policy and all related documents may result in disciplinary actions, up to and including

- Immediate removal of any applicable hardware/software/access to the Landstar Title Agency, Inc.. computer network or business systems
- Formally reporting the incident to Landstar Title Agency, Inc... senior management
- Termination of employment
- Any other action deemed necessary by Landstar Title Agency, Inc.. senior management

Review

Landstar Title Agency, Inc.. has voluntarily adopted this policy for its sole and exclusive use. This policy and all related documents will be reviewed annually or as needed based on prevailing business conditions.

Approved

Kenneth Warner, Esq., Vice President and Senior Counsel

Revision History

Version Number	Revised Date	Effective Date	Approved By	Brief Change Summary