

Fannie Mae Mortgage Collection Complaint Escalation Process

If you are dissatisfied with the handling of the collection process on your Fannie Mae Mortgage that was obtained through Central Savings Bank, you may wish to file an escalated complaint. Please submit a written request to:

Mr. John Allison, Sr Vice President

Central Savings Bank

511 Bingham Avenue

Sault Ste Marie, MI 49783

Or Call: 1-800-562-4880

Upon receipt of your request, Central Savings Bank will provide fair consideration and timely resolution of the escalated case.

In accordance with Fannie Mae Guidelines, the following steps will be followed:

- Within three (3) business days following receipt of your escalated case, Central Savings Bank will acknowledge your inquiry in writing via e-mail, fax, or US mail and provide the date by which we will resolve the escalated case. (No more than 15 calendar days from the date the inquiry was received.)
- If the bank fails to resolve the escalated case by the resolution date, the Bank may extend the resolution date for an additional 15 days; however, the resolution time for an escalated case will not exceed 30 days.

Within five (5) business days of identifying the proposed resolution, the Bank will communicate to you in writing the proposed resolution and next steps, if applicable.