

## **Error Resolution and Information Requests**

If you have an error resolution or information request regarding your Brentwood Bank mortgage secured consumer loan account, you may submit it in writing including the following information:

- Borrower Name
- Loan account number, or other information that enables identification of the mortgage secured loan account
- An explanation of the error that you believe occurred or an explanation of the information that you wish to obtain regarding your loan account

Written error resolution and information requests should be mailed to the following address:

Brentwood Bank  
Loan Servicing Department  
411 McMurray Road  
Bethel Park, PA 15102

We will inform you of the results of your inquiry within 30 business days after we receive your written request and we will correct any error promptly. If we need more time to conduct our investigation, we may take up to 45 days to investigate your complaint or question.