

ERROR RESOLUTION

RELATED TO THE SERVICING OF CLOSED-END MORTGAGE LOANS SUBJECT TO THE REAL ESTATE SETTLEMENT PROCEDURES ACT:

- 1) Error notices should be sent in writing to: Shelby County State Bank, Attn: Lending Compliance Officer, 508 Court Street, PO Box 21, Harlan, IA 51537
- 2) Written notices should include: Name, address, loan number, description of the error with amount(s), date(s) and details.
- 3) Notices will be promptly responded to by written acknowledgement. You will be informed of the correction of the error and/or any different/additional errors found OR notification will be sent that no error occurred.
- 4) Borrowers who are not satisfied with the resolution of a previously submitted verbal error notice should contact in writing, Shelby County State Bank, Attn: Lending Compliance Officer, 508 Court Street, PO Box 21, Harlan, IA 51537