

INFORMATION REQUESTS

RELATED TO CLOSED-END CONSUMER LOANS SUBJECT TO THE REAL ESTATE SETTLEMENT PROCEDURES ACT:

- 1) Information requests should be sent in writing to Shelby County State Bank, Attn: Lending Compliance Officer, 508 Court Street, PO Box 21, Harlan, IA 51537.
- 2) Information requests should include: Name, address, loan number, description of information with amount(s), date(s) and details.
- 3) Requests will be promptly responded to by written acknowledgment. The information will then be provided to the borrower OR after conducting a reasonable search for the information borrower will be informed the information is not available.
- 4) Borrowers who are not satisfied with the resolution of a previously submitted verbal information request should contact in writing, Shelby County State Bank, Attn: Lending Compliance Officer, 508 Court Street, PO Box 21, Harlan, IA 51537.