

COMPLAINT RESOLUTION PROCEDURE

Georgia Power Northwest Federal Credit Union is committed to resolving member problems, disputes or complaints fairly and professionally. We have a process for dealing with any issue that cannot be settled in the ordinary course of business.

If at any time you are dissatisfied, we encourage you to follow this process:

Step 1:

Swift resolution is possible in most cases by first talking to the employee who processed the transaction or the Manager of your home branch. Marcia Tidmore-Rome (706) 232-6871, Kay Warren-Carrollton (770) 214-1050.

Step 2:

If satisfactory resolution is not achieved through the process outlined in Step 1, you may contact the Supervisory Committee Chairman, Eric Collins by:

- **Phone:** 770-386-7700
- **Email:** ericcollins@bellsouth.net
- **Mail:** Eric Collins, Georgia Power Northwest Federal Credit Union 906 Broad St. Rome, GA. 30161

Please be assured that all parties involved will be treated fairly and impartially, with all dealings kept in the strictest confidence.