



## **COMPLAINT POLICY & PROCEDURES NOTICE**

At Peoples Bank, we are committed to building lifetime relationships with our customers by providing superior customer service. When you have a concern or complaint, we encourage you to tell us about it by following our Complaint Resolution Process below.

The first step to resolving a complaint is to contact us directly. Our staff will act promptly to resolve your complaint, and, as appropriate, escalate your complaint to our Management team. You may contact us at [601.847.2210](tel:601.847.2210).

Alternatively, if it is more convenient, you may fax your complaint to [601.847.1414](tel:601.847.1414) or write to us at:

Peoples Bank  
PO Box 7  
Mendenhall, MS 39114  
Attn: Complaint

If your complaint is not resolved to your satisfaction, our staff will offer to elevate your complaint to a member of our management team and have him or her contact you. Alternatively, if you prefer to elevate your concern yourself, you may contact us by calling us at [601.847.2210](tel:601.847.2210) and ask to speak directly to a Manager. The Manager, will make every effort to resolve the issue immediately, investigate your complaint, communicate your complaint to senior management, and to ensure that you receive a prompt response or let you know when you can expect a response from us.