



**Consumer Complaint Form**

**Personal Information**

Full Name: \_\_\_\_\_  
*Last* *First* *M.I.*

Address: \_\_\_\_\_  
*Street Address* *Apartment/Unit #*

\_\_\_\_\_  
*City* *State* *ZIP Code*

Home Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Email \_\_\_\_\_

Complaint \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Subject of Complaint**

Loan Officer Name \_\_\_\_\_ Company Name \_\_\_\_\_

Supervisor: \_\_\_\_\_

Work Location: \_\_\_\_\_ Email: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**Details of Complaint**

IF you contacted a  
Government  
Agency \_\_\_\_\_  
*Agency Name* *Phone*

Address: \_\_\_\_\_  
*Street Address*

\_\_\_\_\_  
*City* *State* *ZIP Code*

Phone: \_\_\_\_\_ Date: \_\_\_\_\_

**Desired  
Resolution:**

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## ***Pacific Bay Lending Inc. Privacy Policy***

*We collect nonpublic personal information about you from the following sources:*

- ◆ *Information we receive from you on applications and other forms;*
- ◆ *Information about your transactions with us, our affiliates, or others; and*
- ◆ *Information we receive from a consumer reporting agency.*

*We do not disclose any nonpublic personal information about our customers or former customers to anyone, except as permitted by law.*

*We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.*

## ***Pacific Bay Lending Inc. Policy***

- *We cannot act as a court of law or as a lawyer on complainant's behalf.*
- *We cannot provide legal advice.*
- *We cannot become actively involved in complaints that are in litigation or have been resolved by the courts.*

*Once you complete the Complaint Form please mail it to the following address;*

***Pacific Bay Lending Inc.  
711 Grand Ave. Ste. 265  
San Rafael, CA 94901  
Attn: Complaint Dept.***