

**TOWNE MORTGAGE COMPANY**  
**Home Valuation Code of Conduct (HVCC)**  
**COMPLAINT INFORMATION SHEET**

Per the new Home Valuation Code of Conduct, the lender shall establish a telephone hotline and an email address to receive any complaints from appraisers, individuals, borrowers or any other entities concerning the improper influencing or attempting improper influencing of appraiser or the appraisal process.

The name and any identifying information of the person or entity that has filed such a complaint shall be kept in strictest confidence by the General Counsel, Chief Compliance Officer or independent officer, except as required by law. Towne Mortgage Company shall not retaliate, in any manner or method, against the person or entity which makes such a complaint.

If you feel any misconduct has taken place regarding the improper influence or attempting to influence an appraiser, please contact Towne Mortgage Company by one of the following methods:

TELEPHONE: **(888) 290-0861**

EMAIL: **[HOMEVALUATIONCODEOFCONDUCT@TOWNEMORTGAGE.COM](mailto:HOMEVALUATIONCODEOFCONDUCT@TOWNEMORTGAGE.COM)**