

Foreclosure Prevention Alternatives

Customer Appeal Process

The Northern Ohio Investment Company endeavors at all times to provide the best customer service possible. However, if you feel that we have not met your expectations, we would like to know.

As a result of you providing us with feedback, we are in a position to make improvements to the services that we offer our customers.

Our complaints process is designed to encourage the fast and efficient resolution of your issue at the first point of contact. We aim to deal with any questions or concerns that you may have as quickly as possible, so please feel free to contact us.

- Call our Main Office at 1-800-441-3456.
- Write us at The Northern Ohio Investment Company, 5700 Monroe Street, Suite 300 A, Sylvania, OH 43560
- Email us at - foreclosure.prevention.alternatives@noic.com

Should you contact us regarding a grievance, we will aim to have it resolved as soon as possible. Within three business days following receipt, we will acknowledge the inquiry via e-mail or mail. Within five business days of identifying the proposed resolution, we will communicate in writing, the proposed resolution and the next steps, if applicable.

In the event that we are unable to resolve your issue within 15 days, we will write to you and provide you with an updated status on the resolution dates.