

## BankMobile Notice of Dispute

BankMobile is committed to resolving its customers' disputes in a fair and efficient manner. If you are unsatisfied with the resolution that a customer service representative offers for a problem that you are experiencing, you may notify us of your dispute by sending this form to BankMobile's legal department.

**Please complete this form in its entirety (printing legibly). Retain a copy for your records and send the completed form by certified U.S. mail to:** General Counsel, Customers Bank, 1015 Penn Avenue, Wyomissing, PA 19610.

A BankMobile representative will respond within 30 days of receiving this form. If the dispute is not resolved to your satisfaction, you may begin arbitration by submitting a Demand for Arbitration to the American Arbitration Association. We provide further details in your account terms and conditions where we also provide a Demand for Arbitration form.

\_\_\_\_\_  
Name of account holder

\_\_\_\_\_  
Account number

Phone number at which you may be reached during business hours: \_\_\_\_\_

Your email address: \_\_\_\_\_

Your fax number (if any): \_\_\_\_\_

Your billing address: \_\_\_\_\_  
\_\_\_\_\_

If you are an authorized representative of the account holder, please print your name, your relationship to the account holder, your address, and a phone number at which you may best be reached during business hours:

**Please briefly describe the nature of your dispute and attach any supporting documents that you wish. If necessary, please use the reverse side.**

**Please briefly describe the relief that you would like from us.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature