

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