



Orange Community Bank

CUSTOMER BILL OF RIGHTS

1. You have the right to be acknowledged and greeted when you visit our offices.
 - Verbally
 - By name
 - With a smile
2. You have the right to have your telephone call answered within three rings.
3. You have the right to be thanked for entrusting the Bank with your business.
4. You have the right to be served promptly when calling and not be placed on “hold” for more than 30 seconds.
5. You have the right to be served by a professional.
 - In appearance
 - In behavior
 - In telephone etiquette
6. You have the right to have any problems resolved in a timely manner.
7. You have the right to receive the full attention of the personnel serving you.
8. You have the right to be informed about all of the Bank’s products and services.
9. You have the right to be served by a Bank that is proud of the service provided to its customers and is proud to have you as a customer.
10. You have the right, and are encouraged, to provide us with your comments, criticisms, compliments, or complaints, by telling any of the Bank’s representatives or by commenting to us in writing.