



COMPLAINT RESOLUTION PROCEDURE NOTICE

If you have a concern or complaint with this financial institution regarding your deposit account, please contact a financial institution representative to resolve the problem:

Bar Harbor Savings and Loan Association
103 Main Street
Bar Harbor, ME 04609
Phone: 1-207-288-3685
Fax: 1-207-288-2287

If the financial institution fails to resolve the problem, write a letter or file a complaint electronically, detailing the problem and the resolution you are seeking to:

Maine Bureau of Financial Institutions
Consumer Outreach Program
36 State House Station
Augusta, ME 04333-0036

Phone: 1-800-965-5235 or (207) 624-8570
Fax: (207) 624-8590

<https://www.maine.gov/pfr/financialinstitutions/complaint.htm>

E-mail: BFI.info@Maine.gov

The Bureau of Financial Institutions will acknowledge receipt of your complaint promptly and investigate your claim. You will be informed of the results of the investigation. When your complaint involves a federally chartered institution, the Bureau of Financial Institution will refer it to the appropriate federal supervisory agency and inform you to whom it has been referred.