

## Payment and Refund Policy

*Updated July 31, 2023*

The following policy applies to customers who submit payments for any of CIC's programs, including, but not limited to, CIC's Lending Program, Mortgage Credit Certificate Program (MCC), and Bond Compliance Program.

Any dispute of payment or billing errors must be in writing and sent via mail to 2033 E. Grant Road, Tucson, AZ 85719 and addressed to the appropriate department **OR** via email to the appropriate department in which a payment was made:

- For MCC, email [mcc@cictucson.org](mailto:mcc@cictucson.org).
- For Bond Compliance, email [bondcompliance@cictucson.org](mailto:bondcompliance@cictucson.org).
- For Lending, email [lending@cictucson.org](mailto:lending@cictucson.org).
- If unsure of which program to contact, email your request to [info@cictucson.org](mailto:info@cictucson.org).

### **For a payment dispute to be considered:**

- The customer must submit a dispute within 60 days of CIC receiving the payment.
- The customer must be willing to provide additional documentation, such as, but not limited to, forms of payment, copies of receipts, statements, supporting documents, and additional details regarding the transaction.

### **Upon receipt of the customer's notice of payment dispute, CIC shall:**

- Within 30 business days after receiving notice of the dispute, notify the customer, in writing, that the dispute has been received.
- Immediately investigate the disputed payment in question;
- Contact the appropriate parties, including the relevant bank or payment processor assisting with processing the transaction;
- If possible and/or appropriate, halt any processing of the payment in question;
- Update the customer on the status of the disputed payment and provide a final disposition of the transaction no later than 90 days from the original date CIC received notice of the dispute.

### **If CIC is able to issue a refund:**

- Payments will not be issued as a cash refund.
- All refunds will be issued via a check or through CIC's payment portal.

### **Recordkeeping**

- CIC will maintain documentation of payment disputes and will follow CIC's internal recordkeeping guidelines.

### **Changes To Our Payment and Refund Policy**

CIC has sole discretion to make changes or update our Payment and Refund Policy at any time and without notice. The most current version of the Payment and Refund Policy will live on this page and the date the Payment and Refund Policy was last revised is clearly identified at the top of the page. We encourage you to periodically visit our website and review this Payment and Refund Policy to stay informed of any updates.

For any further questions, please contact CIC at (520) 529-1766 or email [info@cictucson.org](mailto:info@cictucson.org).