

ChatRx Consumer Complaint Resolution Policy

1. Purpose & Scope

ChatRx is committed to addressing consumer concerns promptly and fairly. This policy outlines the steps for consumers to submit complaints, the resolution process, and escalation procedures if an issue remains unresolved.

2. How to Submit a Complaint

Consumers can submit a complaint using any of the following methods:

- **Online:** Fill out the complaint form on our "**Report an Issue**" landing page.
- **Email:** Send concerns to trust@chatrx.md with a subject line: "Consumer Complaint - [Your Issue]".
- **Mail:** Mail a written complaint to **ChatRx Customer Service, 328 S. Michigan Street Plymouth, IN 46563**.

3. Information Required for Complaint Submission

To help us resolve your issue quickly, please provide:

- Your **full name and contact information**.
- The **date and details** of the issue.
- Any **supporting documentation** (screenshots, invoices, chat transcripts, etc.).

4. Complaint Resolution Process

Once we receive your complaint, we follow this process:

1. **Acknowledgment:** You will receive an acknowledgment email within **24 hours**.
2. **Investigation:** Our team will review your complaint and may request additional information.
3. **Resolution:** We will propose a resolution within **5-7 business days**.
4. **Escalation:** If you are not satisfied with our response, you can escalate the complaint to **ChatRx Compliance Team**, who will review the case within **7 additional business days**.

5. External Dispute Resolution Options

If an issue cannot be resolved internally, you may:

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- **File a complaint with the FTC:** www.ftc.gov/complaint
- **Contact your State Attorney General's Office**

6. Contact Information

For assistance with complaints, contact our Consumer Support Team:

 Email: trust@chatrx.md

 Address: ChatRx 328 South Michigan Street Plymouth, IN 46563