

UNITED STATES BANKRUPTCY COURT
NORTHERN DISTRICT OF GEORGIA
 ROME DIVISION

In Re. Regional Housing and Community Services Corporation.

 Debtor(s)

§
§
§
§

Case No. 21-41034

Lead Case No. 21-41034

Jointly Administered

Monthly Operating Report

Chapter 11

Reporting Period Ended: 01/31/2025

Petition Date: 08/26/2021

Months Pending: 42

Industry Classification:

6	2	3	3
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Reporting Method: Accrual Basis

Cash Basis

Debtor's Full-Time Employees (current): 0

Debtor's Full-Time Employees (as of date of order for relief): 0

Supporting Documentation (check all that are attached):

(For jointly administered debtors, any required schedules must be provided on a non-consolidated basis for each debtor)

- Statement of cash receipts and disbursements
- Balance sheet containing the summary and detail of the assets, liabilities and equity (net worth) or deficit
- Statement of operations (profit or loss statement)
- Accounts receivable aging
- Postpetition liabilities aging
- Statement of capital assets
- Schedule of payments to professionals
- Schedule of payments to insiders
- All bank statements and bank reconciliations for the reporting period
- Description of the assets sold or transferred and the terms of the sale or transfer

/s/ Matthew W. Levin
 Signature of Responsible Party
02/21/2025
 Date

Matthew W. Levin
 Printed Name of Responsible Party
4401 Northside Parkway, Suite 230
Atlanta, GA 30327
 Address

STATEMENT: This Periodic Report is associated with an open bankruptcy case; therefore § 1320.4(a)(2) applies.



2141034250221000000000001

Debtor's Name Regional Housing and Community Services Corporation.

Case No. 21-41034

Part 1: Cash Receipts and Disbursements	Current Month	Cumulative
a. Cash balance beginning of month	\$327,918	
b. Total receipts (net of transfers between accounts)	\$120,475	\$6,403,362
c. Total disbursements (net of transfers between accounts)	\$104,556	\$6,096,866
d. Cash balance end of month (a+b-c)	\$343,837	
e. Disbursements made by third party for the benefit of the estate	\$0	\$0
f. Total disbursements for quarterly fee calculation (c+e)	\$104,556	\$6,096,866

Part 2: Asset and Liability Status (Not generally applicable to Individual Debtors. See Instructions.)	Current Month
a. Accounts receivable (total net of allowance)	\$0
b. Accounts receivable over 90 days outstanding (net of allowance)	\$0
c. Inventory (Book <input type="radio"/> Market <input type="radio"/> Other <input checked="" type="radio"/> (attach explanation))	\$0
d. Total current assets	\$343,837
e. Total assets	\$343,837
f. Postpetition payables (excluding taxes)	\$74,188
g. Postpetition payables past due (excluding taxes)	\$30,358
h. Postpetition taxes payable	\$0
i. Postpetition taxes past due	\$0
j. Total postpetition debt (f+h)	\$74,188
k. Prepetition secured debt	\$0
l. Prepetition priority debt	\$0
m. Prepetition unsecured debt	\$92,193
n. Total liabilities (debt) (j+k+l+m)	\$166,381
o. Ending equity/net worth (e-n)	\$177,456

Part 3: Assets Sold or Transferred	Current Month	Cumulative
a. Total cash sales price for assets sold/transferred outside the ordinary course of business	\$0	\$0
b. Total payments to third parties incident to assets being sold/transferred outside the ordinary course of business	\$0	\$0
c. Net cash proceeds from assets sold/transferred outside the ordinary course of business (a-b)	\$0	\$0

Part 4: Income Statement (Statement of Operations) (Not generally applicable to Individual Debtors. See Instructions.)	Current Month	Cumulative
a. Gross income/sales (net of returns and allowances)	\$0	
b. Cost of goods sold (inclusive of depreciation, if applicable)	\$0	
c. Gross profit (a-b)	\$0	
d. Selling expenses	\$0	
e. General and administrative expenses	\$0	
f. Other expenses	\$104,556	
g. Depreciation and/or amortization (not included in 4b)	\$0	
h. Interest	\$0	
i. Taxes (local, state, and federal)	\$0	
j. Reorganization items	\$0	
k. Profit (loss)	\$-104,556	\$-5,945,432

Debtor's Name Regional Housing and Community Services Corporation.

Case No. 21-41034

Part 5: Professional Fees and Expenses

			Approved Current Month	Approved Cumulative	Paid Current Month	Paid Cumulative
a.	Debtor's professional fees & expenses (bankruptcy) <i>Aggregate Total</i>		\$0	\$0	\$0	\$2,310,741
	<i>Itemized Breakdown by Firm</i>					
	Firm Name	Role				
i	Scroggins, Williamson & Ray	Lead Counsel	\$0	\$0	\$0	\$1,505,000
ii	GGG Partners, LLC	Financial Professional	\$0	\$0	\$0	\$600,000
iii	Kurtzman Carson & Associates	Other	\$0	\$0	\$0	\$205,741
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Debtor's Name Regional Housing and Community Services Corporation.

Case No. 21-41034

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Debtor's Name Regional Housing and Community Services Corporation.

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			Approved Current Month	Approved Cumulative	Paid Current Month	Paid Cumulative	
b.	Debtor's professional fees & expenses (nonbankruptcy) <i>Aggregate Total</i>						
	<i>Itemized Breakdown by Firm</i>						
		Firm Name	Role				
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Debtor's Name Regional Housing and Community Services Corporation.

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Debtor's Name Regional Housing and Community Services Corporation.

Case No. 21-41034

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Debtor's Name Regional Housing and Community Services Corporation.

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c.	All professional fees and expenses (debtor & committees)					

Part 6: Postpetition Taxes	Current Month	Cumulative
a. Postpetition income taxes accrued (local, state, and federal)	\$0	\$0
b. Postpetition income taxes paid (local, state, and federal)	\$0	\$0
c. Postpetition employer payroll taxes accrued	\$0	\$0
d. Postpetition employer payroll taxes paid	\$0	\$0
e. Postpetition property taxes paid	\$0	\$0
f. Postpetition other taxes accrued (local, state, and federal)	\$0	\$0
g. Postpetition other taxes paid (local, state, and federal)	\$0	\$0

Part 7: Questionnaire - During this reporting period:

- a. Were any payments made on prepetition debt? (if yes, see Instructions) Yes No
- b. Were any payments made outside the ordinary course of business without court approval? (if yes, see Instructions) Yes No
- c. Were any payments made to or on behalf of insiders? Yes No
- d. Are you current on postpetition tax return filings? Yes No
- e. Are you current on postpetition estimated tax payments? Yes No
- f. Were all trust fund taxes remitted on a current basis? Yes No
- g. Was there any postpetition borrowing, other than trade credit? (if yes, see Instructions) Yes No
- h. Were all payments made to or on behalf of professionals approved by the court? Yes No N/A
- i. Do you have:
 - Worker's compensation insurance? Yes No
 - If yes, are your premiums current? Yes No N/A (if no, see Instructions)
 - Casualty/property insurance? Yes No
 - If yes, are your premiums current? Yes No N/A (if no, see Instructions)
 - General liability insurance? Yes No
 - If yes, are your premiums current? Yes No N/A (if no, see Instructions)
- j. Has a plan of reorganization been filed with the court? Yes No
- k. Has a disclosure statement been filed with the court? Yes No
- l. Are you current with quarterly U.S. Trustee fees as set forth under 28 U.S.C. § 1930? Yes No

Debtor's Name Regional Housing and Community Services Corporation.

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Part 8: Individual Chapter 11 Debtors (Only)

- a. Gross income (receipts) from salary and wages \$0
- b. Gross income (receipts) from self-employment \$0
- c. Gross income from all other sources \$0
- d. Total income in the reporting period (a+b+c) \$0
- e. Payroll deductions \$0
- f. Self-employment related expenses \$0
- g. Living expenses \$0
- h. All other expenses \$0
- i. Total expenses in the reporting period (e+f+g+h) \$0
- j. Difference between total income and total expenses (d-i) \$0
- k. List the total amount of all postpetition debts that are past due \$0
- l. Are you required to pay any Domestic Support Obligations as defined by 11 U.S.C § 101(14A)? Yes No
- m. If yes, have you made all Domestic Support Obligation payments? Yes No N/A

Privacy Act Statement

28 U.S.C. § 589b authorizes the collection of this information, and provision of this information is mandatory under 11 U.S.C. §§ 704, 1106, and 1107. The United States Trustee will use this information to calculate statutory fee assessments under 28 U.S.C. § 1930(a)(6). The United States Trustee will also use this information to evaluate a chapter 11 debtor's progress through the bankruptcy system, including the likelihood of a plan of reorganization being confirmed and whether the case is being prosecuted in good faith. This information may be disclosed to a bankruptcy trustee or examiner when the information is needed to perform the trustee's or examiner's duties or to the appropriate federal, state, local, regulatory, tribal, or foreign law enforcement agency when the information indicates a violation or potential violation of law. Other disclosures may be made for routine purposes. For a discussion of the types of routine disclosures that may be made, you may consult the Executive Office for United States Trustee's systems of records notice, UST-001, "Bankruptcy Case Files and Associated Records." See 71 Fed. Reg. 59,818 et seq. (Oct. 11, 2006). A copy of the notice may be obtained at the following link: http://www.justice.gov/ust/eo/rules_regulations/index.htm. Failure to provide this information could result in the dismissal or conversion of your bankruptcy case or other action by the United States Trustee. 11 U.S.C. § 1112(b)(4)(F).

I declare under penalty of perjury that the foregoing Monthly Operating Report and its supporting documentation are true and correct and that I have been authorized to sign this report on behalf of the estate.

/s/ Katie S. Goodman

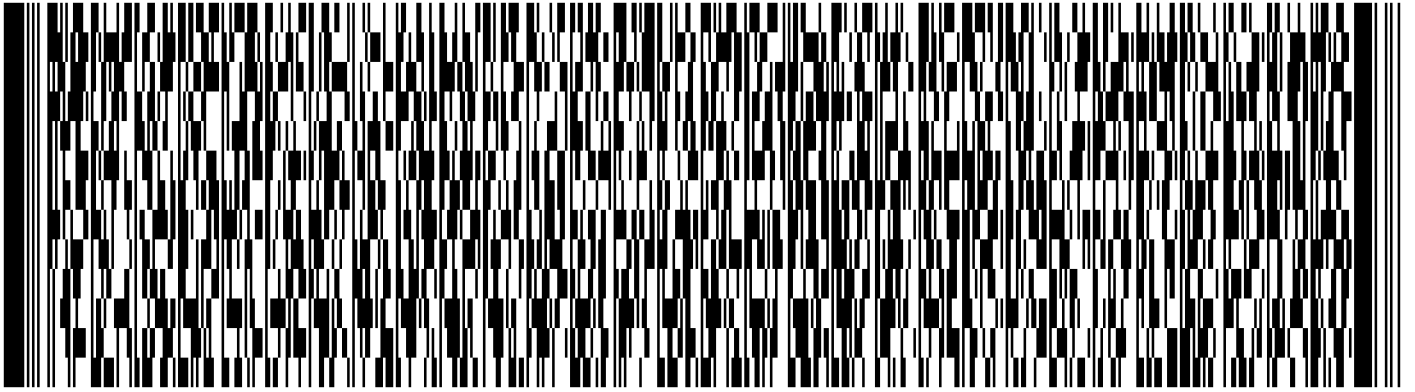
 Signature of Responsible Party
 Chief Restructuring Officer

 Title

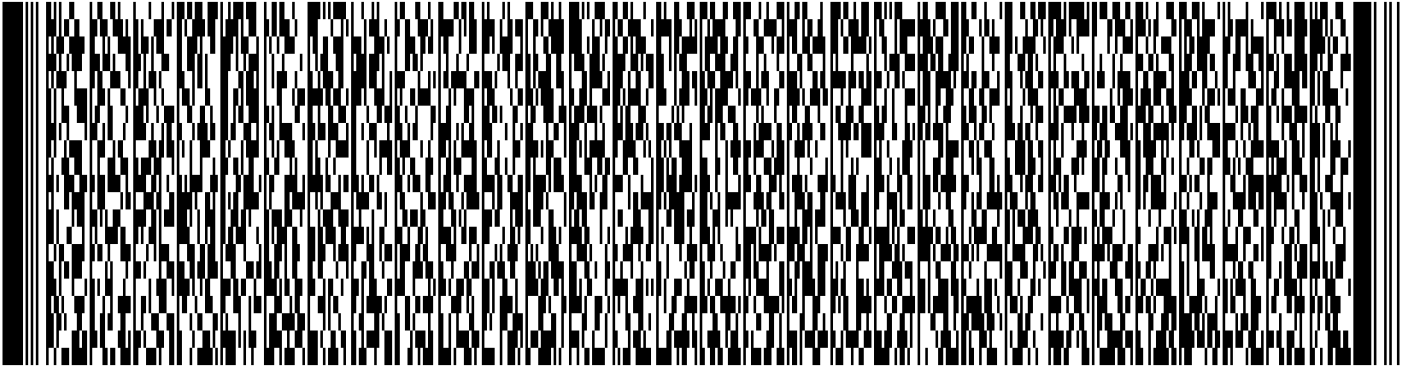
Katie S. Goodman

 Printed Name of Responsible Party
 02/21/2025

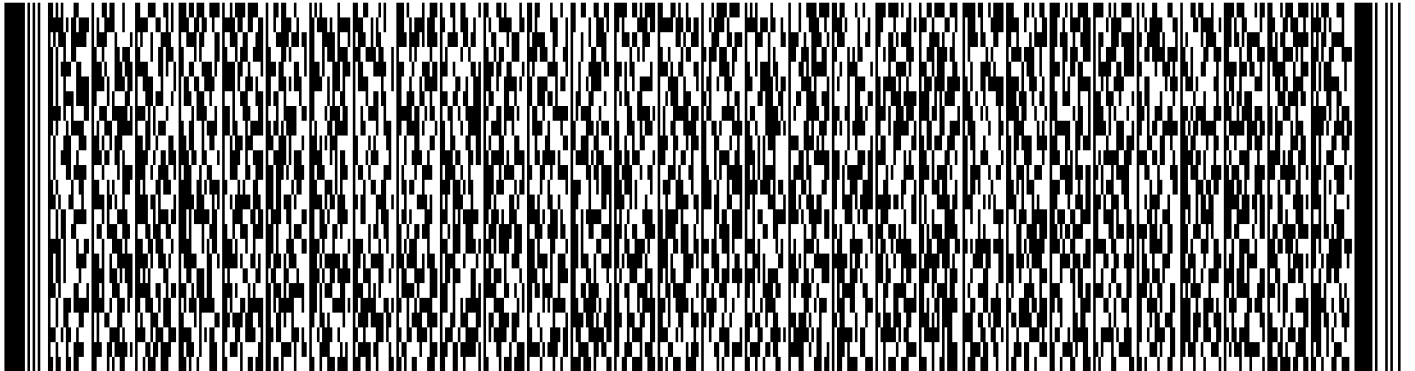
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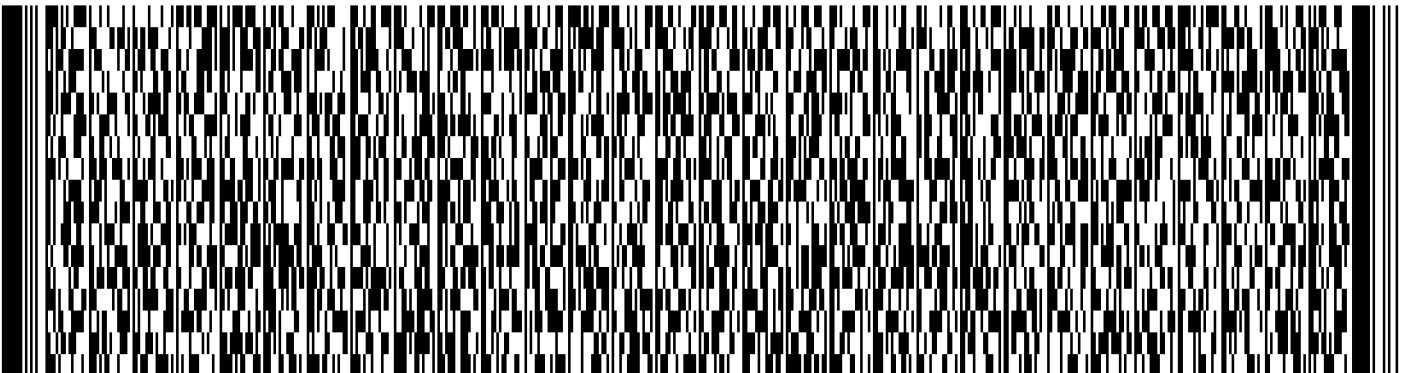
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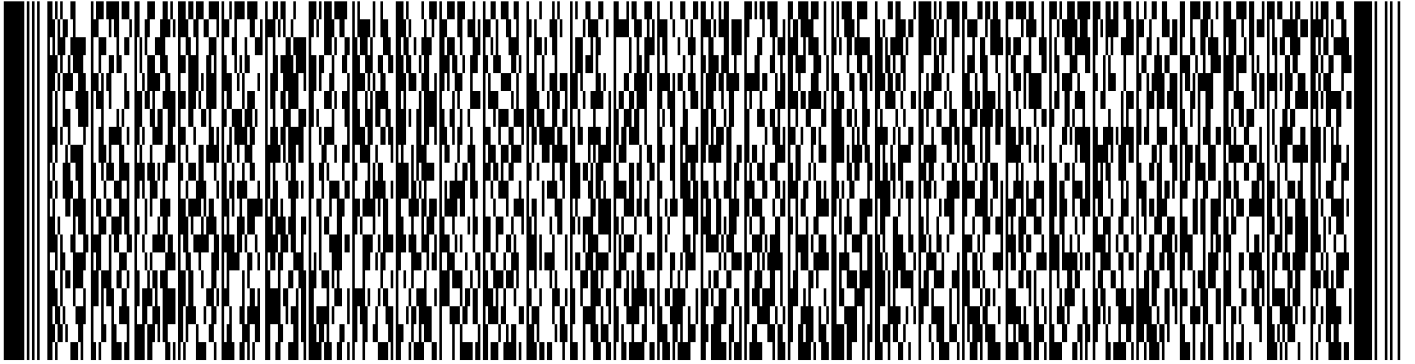
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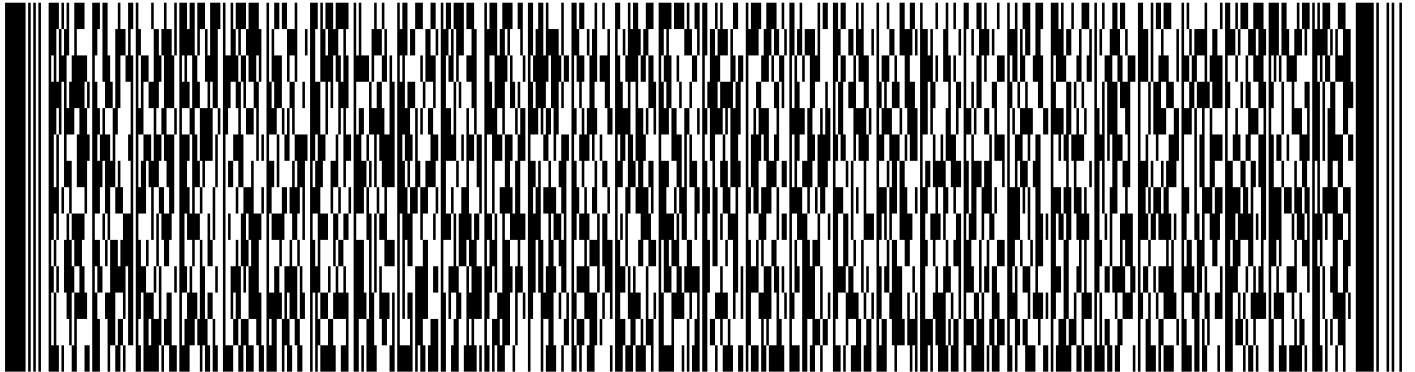
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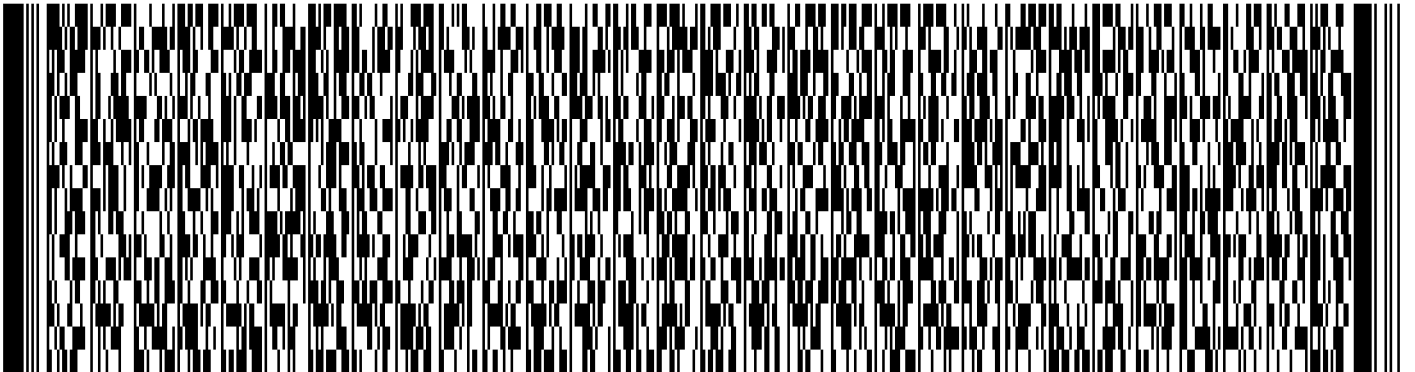
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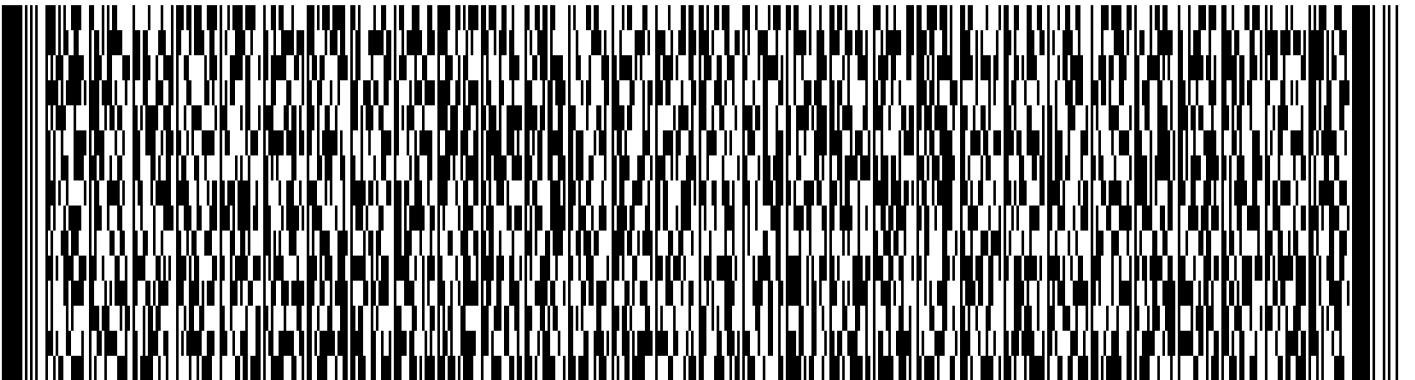
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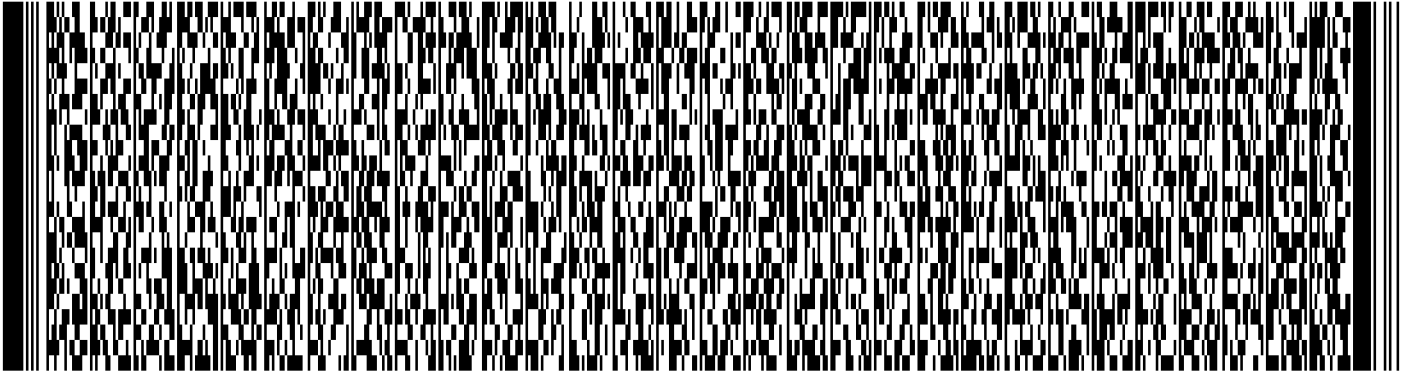
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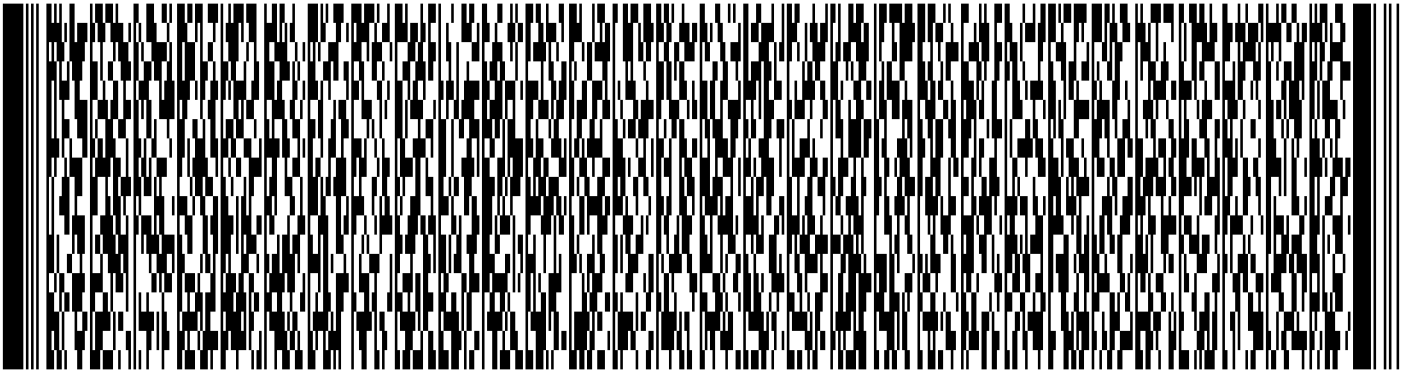
NonBankruptcy51to100

Debtor's Name Regional Housing and Community Services Corporation.

Case No. 21-41034



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**In re: Regional Housing and Community Services Corporation
Case No: 21-41034**

Notes

1) Payments to Professionals

\$0 was paid by Regional Housing and Community Services Corporation (Case No: 21-41034) to Scroggins, Williamson & Ray to hold in escrow for the payment of its fees and \$0 was paid to GGG Partners to hold in escrow for the payment of its fees.

2) Post-petition Borrowings

The Debtors in these related cases collectively borrowed \$250,000 during the month from Ecofin Direct Municipal Opportunities Fund, LP and Ecofin Tax-Advantaged Social Impact Fund, Inc., pursuant to Orders of the Bankruptcy Court. See Docket Nos. 35 and 58 in the lead case, Case No. 21-41034. The Debtors are jointly and severally liable on the debt.

Regional Housing & Community Services Corporation		
Schedule of Cash Receipts and Disbursements		
Case # 21-41034	Jan-25	
Beginning Balance	\$	327,918.40
Cash Receipts	\$	280,955.00
Cash Disbursements	\$	265,035.97
Ending Balance	\$	343,837.43

EXPENDITURES NET OF INTERCOMPANY TRANSFERS	
Professional Fees	
United States Trustee	
Bank Fees	\$ 5.36
Other	\$ 30,860.87
Insurance	\$ 73,689.35
Total	\$ 104,555.58

CREDITS			
Operating			
Date	Description	Amount	Account / Category
1/17/25	EcoFin	\$ 175,000.00	DIP Funding
1/17/25	EcoFin	\$ 75,000.00	DIP Funding
1/23/25	From 7058	\$ 1,000.00	***7058
1/31/25	Wire Return	\$ 29,955.00	Other
	Subtotal	\$ 280,955.00	
CREDITS			
Utilities			
Date	Description	Amount	Account / Category
	<i>None</i>		
	Subtotal	\$ -	
	Total	\$ 280,955.00	

DEBITS			
Operating			
Date	Description	Amount	Account / Category
1/2/25	Transfer to Columbus	\$ 1,400.00	***6329
1/2/25	Transfer to Montgomery 1	\$ 705.97	***0716
1/6/25	IPFS	\$ 25,911.39	Insurance
1/6/25	Bill.com	\$ 904.26	Other
1/7/25	Transfer to Savannah	\$ 46,343.66	***8758
1/7/25	Transfer to Columbus	\$ 28,421.64	***6329
1/7/25	Transfer to Douglas	\$ 14,315.11	***9218
1/7/25	Transfer to Montgomery 1	\$ 9,191.78	***0716
1/9/25	ACH Settlement	\$ 4,000.00	Other
1/9/25	ACH Settlement	\$ 4,000.00	Other
1/14/25	Transfer to Rome	\$ 4,290.00	***9152
1/14/25	Transfer to Montgomery 1	\$ 3,125.08	***0716
1/17/25	IPFS	\$ 31,178.08	Insurance
1/17/25	Propel Insurance	\$ 16,599.88	Insurance
1/17/25	Bill.com	\$ 6,651.27	Other
1/21/25	Transfer to Montgomery 1	\$ 6,753.02	***0716
1/23/25	Transfer to Columbus	\$ 17,025.86	***6329
1/23/25	Transfer to Savannah	\$ 7,931.44	***8758
1/23/25	Transfer to Rome	\$ 243.01	***9152
1/23/25	Transfer to Montgomery 1	\$ 237.93	***0716
1/23/25	Transfer to Montgomery 1	\$ 60.04	***2277
1/23/25	Transfer to Gainesville	\$ 60.04	***6868
1/23/25	Transfer to Savannah	\$ 60.04	***1793
1/23/25	Transfer to Columbus	\$ 60.04	***0021
1/23/25	Transfer to Douglas	\$ 60.04	***5945
1/23/25	Transfer to Rome	\$ 60.04	***9194
1/23/25	Transfer to Montgomery 2	\$ 60.04	***1771
1/27/25	Transfer to Douglas	\$ 9,970.38	***9218
1/27/25	Transfer to Savannah	\$ 8,860.24	***8758
1/27/25	Transfer to Montgomery 1	\$ 1,244.99	***0716
1/29/25	Wire	\$ 15,305.34	Other
	Subtotal	\$ 265,030.61	
DEBITS			
Utilities			
Date	Description	Amount	Account / Category
1/22/25	Maintenance Fee	\$ 5.36	Bank Fees
	Subtotal	\$ 5.36	
	Total	\$ 265,035.97	

Accounts Payable

	0-30	31-60	61-90	91-120	121-	Total
HMP	8,550.43	14,438.11	0.00	12,635.36	0.00	35,623.90 *
IPFS Corporation	30,510.54	0.00	0.00	0.00	0.00	30,510.54
Kurtzman Carson Consultants LLC	0.00	4,244.28	3,731.44	0.00	0.00	7,975.72 **
MatrixCare	546.26	0.00	0.00	0.00	0.00	546.26
Philadelphia Insurance Companies	1,975.75	0.00	0.00	0.00	0.00	1,975.75
Propel Insurance	325.90	0.00	0.00	0.00	0.00	325.90
Senior Sign	358.00	0.00	0.00	0.00	0.00	358.00
UHS Premium Billing	1,563.86	-4,691.58	0.00	0.00	0.00	-3,127.72
	43,830.74	13,990.81	3,731.44	12,635.36	0.00	74,188.35

*Management company agreed to payment terms

** Paid in Feb



120 S. LaSalle Street
 Chicago, IL 60603
Address Service Requested

Last Statement: December 31, 2024
 Statement Ending: January 31, 2025
 Total Days in Statement Period: 31

Customer Service Information

For Personal Assistance, Call:
 312 564-1231
 SAM DENDRINOS

Visit Us Online:
www.cibc.com/US

Written Inquiries:
 CIBC Bank USA
 120 South LaSalle Street
 Chicago, IL 60603

BUSINESS CHECKING

Account Number: [REDACTED] 3242

Balance Summary

Beginning Balance as of 12/31/24	\$	290,661.96
+ Deposits and Credits (4)		280,955.00
- Withdrawals and Debits (31)		265,030.61
Ending Balance as of 01/31/25	\$	306,586.35
Average Balance	\$	257,905.52
Low Balance	\$	148,053.07

Debits

Date	Description	Subtractions
01/02	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 6329	1,400.00
01/02	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 0716	705.97
01/06	Preauthorized Wd IPFS800-584-9969IPFSPMTGAA250106 D51085	25,911.39
01/06	Preauthorized Wd BILL.comPAYABLESMULTIPLE PAYMENTS BILL.com PAYABLES015EMNXPAKAJ017	904.26
01/07	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 8758	46,343.66
01/07	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 6329	28,421.64
01/07	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 9218	14,315.11
01/07	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 0716	9,191.78
01/09	Preauthorized Wd ACH SETTLEMENTEFF DATE 01.10.25	4,000.00
01/09	Preauthorized Wd ACH SETTLEMENTEFF DATE 01.10.25	4,000.00
01/14	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 9152	4,290.00
01/14	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 0716	3,125.08

Thank you for banking with CIBC



120 S. LaSalle Street
 Chicago, IL 60603

REGIONAL HOUSING&COMMUNITY SERVICES
 CORP

Statement Ending: January 31, 2025

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BUSINESS CHECKING (continued)

Account Number: [REDACTED] 3242

Debits (continued)

Date	Description	Subtractions
01/17	Preauthorized Wd IPFS800-584-9969IPFSPMTGAA250117 D66169	31,178.08
01/17	Preauthorized Wd PROPEL INSURANCEPAYMENTS250117 21994741	16,599.88
01/17	Preauthorized Wd BILL.comPAYABLESKURTZMAN CARSON CO NSULTANTS LLC BILL.com 015NOTCCUQB1BT7 MULTIPLE INVOIC	6,651.27
01/21	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 0716	6,753.02
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 6329	17,025.86
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 8758	7,931.44
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 9152	243.01
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 0716	237.93
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 2277	60.04
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 6868	60.04
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 1793	60.04
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 0021	60.04
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 5945	60.04
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 9194	60.04
01/23	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 1771	60.04
01/27	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 9218	9,970.38
01/27	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 8758	8,860.24
01/27	IFMS Transfer Debit TRANSFER TODEPOSIT ACCOUNT [REDACTED] 0716	1,244.99
01/29	Outgoing Wire-dom 2025012913512483BILL 021000021/ROC/NOTPROVIDED	15,305.34

Credits

Date	Description	Additions
01/17	Incoming Wire-dom 926678DE-79F8-4D03-A272-98D08C06EC83503 CP DIRECT MUNI /ROC/250117B009Q6	175,000.00
01/17	Incoming Wire-dom 418B2F56-10FB-4658-9C29-A1A8F776ADF2TAX-EXEMPT PRIVATE /ROC/250117B009NV	75,000.00
01/23	IFMS Transfer Credit TRANSFER FROMDEPOSIT ACCOUNT [REDACTED] 7058	1,000.00



120 S. LaSalle Street
 Chicago, IL 60603

REGIONAL HOUSING&COMMUNITY SERVICES
 CORP

Statement Ending: January 31, 2025

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BUSINESS CHECKING (continued)

Account Number: [REDACTED] 3242

Credits (continued)

Date	Description	Additions
01/31	Outgoing Wire Return 2025013111384283BANK of AMERICA 071006486/ROC/OPF35963716	29,955.00

Daily Balances

Date	Amount	Date	Amount	Date	Amount
12/31	290,661.96	01/09	155,468.15	01/23	312,012.30
01/02	288,555.99	01/14	148,053.07	01/27	291,936.69
01/06	261,740.34	01/17	343,623.84	01/29	276,631.35
01/07	163,468.15	01/21	336,870.82	01/31	306,586.35

Overdraft/Return Item Summary

Description	Total for this Period	Total Year to Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Items	\$0.00	\$0.00



120 S. LaSalle Street
 Chicago, IL 60603
Address Service Requested

Last Statement: December 31, 2024
 Statement Ending: January 31, 2025
 Total Days in Statement Period: 31

REGIONAL HOUSING&COMMUNITY SERVICES
 CORP
 DEBTOR IN POSSESSION
 CASE #21-41034
 1033 DEMONBREUN ST SUITE 300
 NASHVILLE TN 37203-4512

Customer Service Information

For Personal Assistance, Call:
 312 564-1231
 SAM DENDRINOS

Visit Us Online:
www.cibc.com/US

Written Inquiries:
 CIBC Bank USA
 120 South LaSalle Street
 Chicago, IL 60603

BUSINESS CHECKING

Account Number: [REDACTED] 9202

Balance Summary

Beginning Balance as of 12/31/24	\$	37,256.44
+ Deposits and Credits (0)		0.00
- Withdrawals and Debits (1)		5.36
Ending Balance as of 01/31/25	\$	37,251.08
Average Balance	\$	37,254.71
Low Balance	\$	37,251.08

Debits

Date	Description	Subtractions
01/22	Maintenance Fee ANALYSIS ACTIVITYFOR 12/24	5.36

Daily Balances

Date	Amount	Date	Amount	Date	Amount
12/31	37,256.44	01/22	37,251.08	01/31	37,251.08

Overdraft/Return Item Summary

Description	Total for this Period	Total Year to Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Items	\$0.00	\$0.00

Thank you for banking with CIBC

**Keeping
Good
Records**

To keep your financial records in good order, it is important to balance each of your checking accounts as soon as you receive a statement. We suggest you use this easy balancing method to detect errors early so they can be resolved as soon as possible in accordance with the Account Agreement.
 If you find an error, immediately call or write us at the phone number and address on this statement.

THIS FORM WILL HELP YOU BALANCE YOUR CHECKBOOK

CHECKS OUTSTANDING NOT CHARGED TO YOUR ACCOUNT					
Check No.	Amount	Check No.	Amount		
TOTAL	\$	TOTAL	\$		

ENDING BALANCE \$ _____
 Shown on this statement

ADD (+)
 Deposits and other credits made but not shown on this statement \$ _____

TOTAL \$ _____

SUBTRACT (-) \$ _____
 Total of checks outstanding

BALANCE \$ _____
 Current Checkbook Balance

ADD (+) \$ _____
 Interest earned from this statement

SUBTRACT (-) \$ _____
 Miscellaneous charges from this statement

NEW CHECKBOOK BALANCE \$ _____
 Should agree with **BALANCE** line

**DEPOSIT ACCOUNT INFORMATION
 IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS
 (FOR CONSUMER ACCOUNTS ONLY)**

Please call or write us at the phone number or address on this statement as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared.

1. Provide your name and account number.
2. Describe the error or transfer you are unsure about and explain, as clearly as you can, why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than ten (10) business days to do this, we will re-credit your account for the amount you think is in error, so that you have use of the money during the time it takes to complete our investigation.

To Report Lost or Stolen ATM / Debit Cards, Please Call The Emergency Help Desk (24 Hours) 800 236-2442



GENERAL CONTACT INFORMATION

By Phone:
 Client Support Center
 877 448-6500
 CIBC Telephone Banking (24 Hours)
 877 825-5554

CIBC NetBanking Help Desk (24 Hours)
 877 327-7375
CIBC Business NetBanking Help Desk
 Monday – Friday: 7:00 am – 8:00 pm CST
 800 733-9970

By Mail:
 Client Support Center
 CIBC Bank USA
 120 South LaSalle Street
 Chicago, IL 60603

By Email:
 cibcusadmin@cibc.com