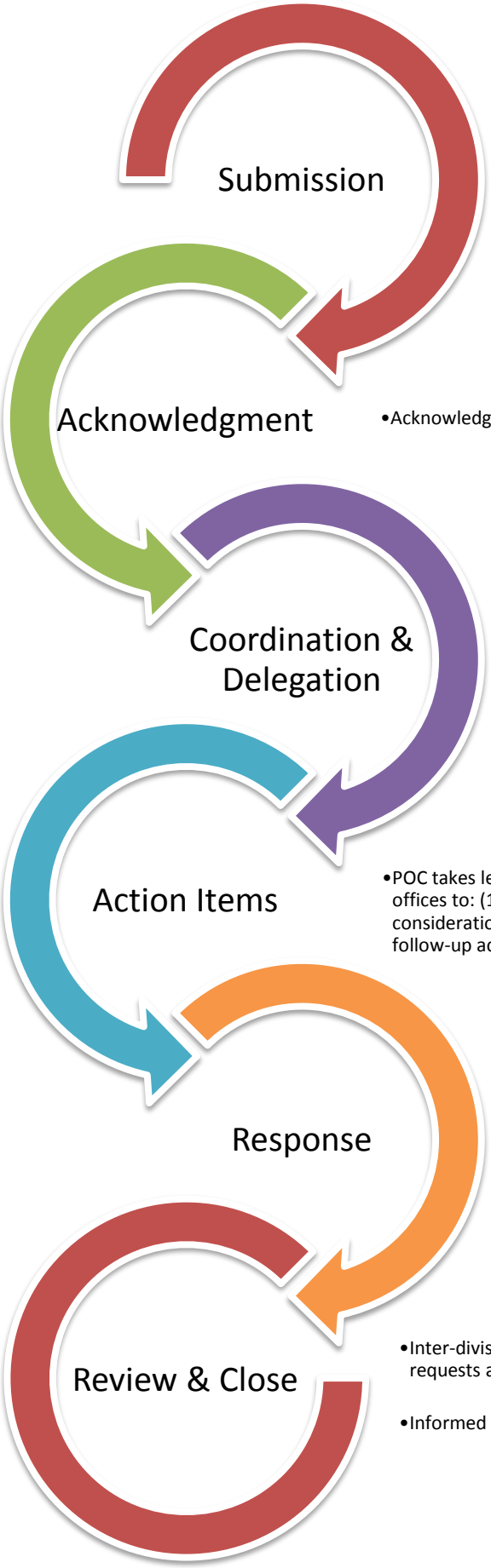

- Submission through online form or email
- Received by EnviroResponseCoord@exim.gov

- Acknowledged within 3 business days

- Inter-divisional collaboration of the Engineering and Environment Division, the Office of General Counsel (OGC) and other relevant divisions provides an independent point of contact for outside parties
- Point of Contact (POC) tasked to lead response

- POC takes lead and coordinates with relevant EXIM Bank offices to: (1) collect requested material; (2) file concern for consideration during project review; and/or (3) organize follow-up action for complaints

- Response will indicate the status of the matter and may request additional information for follow-up action
- Response time usually 30 days
- Complex issues may require additional time and you may be contacted as appropriate

- Inter-divisional group remains updated on status of open requests and complaints
- Informed when matter is closed