

"Handling Customer Complaints in Bank-Fintech Partnerships," *Law360*

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In their article for Law360, Partners Laurel Loomis Rimon, Megan Poetzel, Jeremy Creelan, and Associate Farryal Siddiqui discuss the exponential growth in consumer financial products driven by bank-fintech partnerships and the newfound risks related to the handling of consumer complaints that have emerged as a result.

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They provide five key takeaways to help bank-fintech partnerships ensure that consumer complaints are properly handled and well-coordinated to avoid regulatory risks.

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