

How to Appeal a Loan Decision

All the Info You Need to Appeal Your Loan Decision

How do I appeal a loan decision?

A Loan decision may be appealed by sending an email with supporting documentation to:

Attn: Lisa Lowe, VP of Lending, lisalowe@coca-cola.com

or by sending a letter with supporting documentation to:

Lisa Lowe, VP of Lending
Coca-Cola Credit Union
P.O. Box 1734
Atlanta, GA 30301

What should be contained in the email?

The email or letter should directly refute or explain the reason(s) for the denial as provided in the Adverse Action Form.

How long do I have to appeal the decision?

You may appeal the decision within five (5) business days of your receipt of the Adverse Action Notice and Denial Letter.

When will my appeal be reviewed?

You will be contacted once your Appeal has been received and advised of the next date the Loan Review Committee will meet.

How often does the Loan Review Committee meet?

The Loan Review Committee meets weekly.

When will I be notified of the Loan Review Committee's decision?

You will be contacted within 24 hours after the Loan Review Committee meets and advised of the decision.

Can I appeal the Loan Review Committee's decision?

The Loan Review Committee reviews all components prior to rendering a final decision.