

December 23, 2015

Contact Us:
1.877.471.4367,
extension 436494

Loan Ending:

Service Request Number:
1-569748209

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For more information about help for homeowners, visit bankofamerica.com/homeloanhelp or makinghomeaffordable.gov

To check on the status of a loan modification, go to bankofamerica.com/loanhelpstatus

Mr. Bryan P. Canary
15165 Amaral Road
Castroville, CA 95012

Correspondence received on: December 22, 2015

Dear Mr. Canary:

Our Enterprise Customer Care Resolution team has received correspondence about your mortgage loan that was sent to us on your behalf from the Consumer Financial Protection Bureau (CFPB). Thank you for writing to express your concerns. Every customer is important to us, and we will work hard to resolve the matter.

My name is Fil Sarabia and I will be your dedicated single point of contact throughout this process.

What you can expect next

I will complete a full review of your concerns and my goal is to deliver a resolution to you by January 06, 2016. If I'm not able to resolve the concerns by this time, I'll provide a new date when you will receive resolution. If you're asked to provide information, please respond quickly so we can continue to move forward and resolve the concerns.

Your personal contact

I look forward to working with you. My phone number is 1.877.471.4367, extension 436494, and I'm available Monday through Friday from 6:00 a.m. to 2:30 p.m. Pacific. It's important that we stay in touch during this time, so please contact me with any questions.

Sincerely,

Fil Sarabia
Resolution Specialist
Enterprise Customer Care Resolution

Bank of America, N.A. is required by law to inform you that this communication is from a debt collector. If you are currently in a bankruptcy proceeding or have previously obtained a discharge of this debt under bankruptcy law, this notice is for informational purposes only and is not an attempt to collect a debt, a demand for payment or an attempt to impose personal liability for a discharged debt.

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