

January 21, 2016

Contact Us:
1.877.471.4367,
extension 436494

Loan Ending:
8699

Service Request Number:
1-569748209

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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). Bank of America understands the importance of listening to our customers. We appreciate the time you took to share your concerns. Please find a summary of our research and response to your concerns.

Summary of research

In the complaint received, you expressed concern with the prior decline for an extension of the draw period of your Equity Maximizer Line of Credit Account (LOC), and requested the underwriting guidelines for this account.

Your LOC was originated on September 27, 2005, and had a 120 month draw period that ended on September 27, 2015. At the end of the draw period the loan converted to the repayment period, and the unpaid principal balance was amortized over 180 months at an interest rate of 3.25%.

Our records reflect that you contacted Bank of America on February 12, 2015, requesting to be reviewed for a modification/term extension on your LOC. Upon completing our review of the financial documentation, the bank reviewed your account for the Home Equity Repayment Term Extension program, and regrettably was unable to qualify you due to your debt to income ratio. Please see the enclosed Evaluation letter dated June 16, 2015, with the details of the decline.

In response to the declination of this program, our records indicate that you continued to engage Bank of America leadership for reconsideration of a modification, because you disputed our calculation of your rental income.

Through your communications with representatives from Bank of America's Legal Department, you were approved for a modification based on an exception basis. The terms of the modification are detailed below:

Summary of modification terms	
Effective Date	September 27, 2015

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

Repayment Period	Extended to 300 months
New Maturity Date	September 27, 2040
New Payment Amount	Based on variable rate as indicated in the current Note

An additional condition to the modification terms was a non disclosure agreement, as this offer was extended to you as an exception. On July 24, 2015, you advised via email that you were not accepting the terms of the modification offer and the bank withdrew it.

We received your last payment on January 1, 2016, and the account is due for the February 2016 installment.

In your complaint, you referred to the servicing of your account as a form of "racketeering." Please know that Bank of America does not tolerate discrimination on a prohibited basis in any aspect of our lending or servicing process. All of our associates are responsible for complying with our Fair Lending Policy and for bringing any questions or issues regarding the policy or its implementation to their managers. We are committed to fairly, consistently, and responsibly meeting the lending needs of all loan applicants and customers and complying with all fair lending law and anti-discrimination laws. We have reviewed your claims and our research has uncovered no specific facts which would substantiate a claim of racketeering. Therefore, we are unable to further address your claim at this time. If you would like me to investigate your concerns further, we will need you to provide specific factual information in support of your claims.

Documents enclosed

- Evaluation letter dated June 16, 2015
- Equity Maximizer Disclosure Statement
- Loan Payment History

If you have any questions

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

cc: Consumer Financial Protection Bureau, case number 151221-000345

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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