

December 02, 2016

Subject: Update to your inquiry regarding account number [REDACTED]

Dear Mr. [REDACTED]

Addressing your concerns is important to us, and we're writing to provide an update on our research into your inquiry.

Information about your recent inquiry

We want to make every effort to fully address all of your concerns and provide you with a thorough response. It was our goal to respond with our results by December 02, 2016. We now expect to complete our work by December 16, 2016. We appreciate your patience as we finalize our research.

Going forward

If you have any questions about the information in this letter, please contact me directly at [REDACTED]. I am available to assist you Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Time. If you require immediate assistance and I am unavailable, other representatives are available to assist you at [REDACTED] Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time.

Sincerely,

[REDACTED]
[REDACTED]
Executive Mortgage Specialist
Customer Care and Recovery Group

In order to remain compliant with state and federal guidelines, if you have engaged legal counsel for any litigation, including bankruptcy, we will communicate with them going forward.