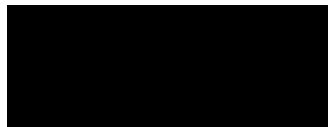



December 05, 2016

Subject: Update to your inquiry regarding account number 



Dear 

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

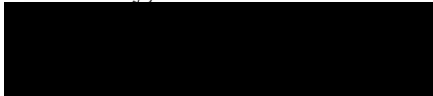
### **Information about your recent inquiry**

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 05, 2016. We now expect to complete our work by December 19, 2016. We appreciate your patience as we finalize our research.

### **Going forward**

We value your feedback and appreciate the time and effort you took to contact us. If you have any questions while our work is in progress, I'm here to help. You may reach me directly at . I am available to assist you Monday through Friday, 9:30 a.m. to 6:00 p.m. Central Time. If you require immediate assistance and I am unavailable, other representatives are available to assist you at  Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time.

Sincerely,

Executive Resolution 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.

