

[Date]

[Borrower Name]  
[Property Address]  
[City, State, Zip Code]

Re: Loan Number: [Loan Number]

Dear [Borrower Name],

We are writing in response to your recent inquiry regarding a payoff statement for the above-referenced mortgage account. Upon reviewing your request, we found that the information provided was incomplete or insufficient to process your statement at this time.

To provide an accurate payoff calculation, please provide the following missing information:

- [Specify Missing Information, e.g., Requested Payoff Date]
- [Specify Missing Information, e.g., Signed Authorization Form]
- [Specify Missing Information, e.g., Current Contact Information]

Once we receive the required details, we will process your request and issue the payoff statement within [Number] business days. You may submit the missing information via fax at [Fax Number], via email at [Email Address], or by replying to this letter.

If you have any questions, please contact our Customer Service Department at [Phone Number] between the hours of [Hours of Operation].

Sincerely,

[Name/Department]  
[Company Name]