

[Date]

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

RE: Acknowledgment of Notice of Error

Loan Number: [Loan Number]
Property Address: [Property Address]

Dear [Borrower Name],

We are writing to acknowledge receipt of your Notice of Error dated [Date of Borrower Letter], which we received on [Date Received].

Your correspondence pertains to an alleged error regarding the transfer of servicing for your mortgage loan. Specifically, we understand your concern to be: [Brief Description of Alleged Error].

We are currently investigating this matter. In accordance with federal law, we will provide you with a written response within thirty (30) business days. Our response will either correct the error or explain why we have determined that no error occurred.

If we require additional time or information to complete our investigation, we will notify you accordingly.

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

Sincerely,

[Name of Servicer]
[Department Name]