

[Date]

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

Subject: Incomplete Loss Mitigation Application - Loan Number: [Loan Number]

Dear [Borrower Name],

We have received your request for mortgage assistance. We have reviewed your application and the supporting documents provided; however, we cannot proceed with a full evaluation because your application is currently incomplete.

To continue the review process, please provide the following missing information or documents by [Due Date]:

- [List missing item 1]
- [List missing item 2]
- [List missing item 3]

Please submit these documents via [Fax Number], [Email Address], or by uploading them to our secure portal at [Website URL].

It is important that you provide these items by the date listed above. Failure to submit the required documentation may result in the expiration of your application and the continuation of the foreclosure process, if applicable.

Once we receive the complete documentation, we will evaluate your application for all available loss mitigation options and notify you of our decision within [Number of Days] days.

If you have any questions or believe you have already submitted these documents, please contact our Homeownership Preservation Department at [Phone Number] between the hours of [Operating Hours].

Sincerely,

[Company Name]
[Department Name]