



09/11/2018

Account Number: 0705519742

Carl Monie
Mercy Endah Anyangwe
11517 Chesley Ct
Bowie, MD 20721



THE REQUEST FOR MORTGAGE ASSISTANCE WAS RECEIVED
PLEASE READ CAREFULLY FOR NEXT STEPS

Dear Carl Monie and Mercy Endah Anyangwe,

Thanks for submitting the request for mortgage assistance. We have reviewed the application and documents submitted. The application is currently **complete** as of 09/07/2018 and we do not require any additional documents at this time to evaluate the request for help. In the event additional documentation is needed based on additional review of the file, we will be in contact.

Next Steps:

- We will review the account for all possible mortgage assistance options. This review may take up to 30 calendar days from the date we determined the package was complete. If further documentation is required, we will send a notice requesting the information and provide a reasonable timeframe for submission. This may result in a longer evaluation process; however, foreclosure protection will be extended, provided the requested documentation is received within the timeframe outlined in the applicable notice.
- Next, we will send a notice with the results of our review, which will include any options that might be available.
 - If the account does qualify for a mortgage assistance option: We will send an offer. It is important **the instructions are followed** in the offer letter pertaining to any deadlines in order to accept and move forward with the loan modification or other alternative solution.
 - If the account does not qualify for a mortgage assistance option: We will look for every possible option and if we are unable to approve the application for assistance, we will send a non-approval notice explaining the details and next steps. Depending on the reason for non-approval, the account could be eligible for an appeal. Please review the notice for additional information including any deadlines to submit an appeal.

There are certain foreclosure protections to which this account is entitled since we have received the complete application. Any applicable foreclosure actions are on hold.

Please be aware foreclosure actions have not been initiated. We will not begin a foreclosure action while we evaluate the complete package and, if the account is approved for an assistance option, the account should continue to comply with all requirements.

Account Information

Account Number: 0705519742

Property Address:

11517 Chesley Ct
Bowie, MD 20721

We are here to help!

Account Relationship Manager:

Saurabh Chavan
RelationshipManager@ocwen.com
Online: ocwen.com

NMLS # 1852

OCWN_COMPLETE_PKG

This communication is from a debt collector attempting to collect a debt; any information obtained will be used for that purpose. However, if the debt is in an active bankruptcy case or has been discharged through bankruptcy, this communication is purely provided to you for informational purposes only with regard to our secured lien on the above referenced property. It is not intended as an attempt to collect a debt from you personally.



Ocwen Loan Servicing, LLC

www.ocwen.com

Helping Homeowners is What we Do!®

1661 Worthington Road, Suite 100

West Palm Beach, FL 33409

Toll Free: 800.746.2936

Saurabh Chavan has been assigned as your relationship manager and will be your designated representative for resolution of inquiries and submission of documents.

For any questions, please call the assigned Relationship Manager, Saurabh Chavan, Monday through Friday 8:00 am to 8:00 pm ET toll-free at 800.746.2936, **enter the requested information, then select option 2, then option 4, to speak with Saurabh Chavan**, who is the designated contact for inquiries and the submission of documents, as needed. If Saurabh Chavan is not available, another dedicated member of our Home Retention Team will be available to answer any questions. Our Customer Care Center may also be contacted at 800.746.2936, Monday through Friday 8:00 am to 9:00 pm, Saturday 8:00 am to 5:00 pm ET. Information concerning this mortgage account may also be found online at ocwen.com.

Sincerely,

Loan Servicing

2-814-APL32-00000083-001-03-000-000-000-000

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