



December 23, 2010

Blake B Naleid  
7006 Lunar Dr  
Austin TX 78745

Introducing a dedicated team to help you  
America's Servicing Company loan number [REDACTED]

Dear Blake B Naleid :

I'd like to take this opportunity to introduce myself. I'm  
NORA LINDSEY and I'm part of the special team that's  
dedicated to helping you with your request for mortgage assistance.

You can count on me, as your primary contact, to help you every step of  
the way. I'll be working closely with our team of specialists to  
determine what options might be right for you. Rest assured that we'll  
move you through the process as quickly as possible, and I'll be  
available to answer any questions you may have along the way.

A quick reminder

As a follow up to a conversation you had with one of our representatives,  
we recently mailed you a letter requesting you forward us certain  
documents so we may determine your eligibility for payment assistance.  
If you haven't already sent us the information, please fax it to  
(866) 590-8910 or mail it to us in the return envelope enclosed for  
your convenience.

Please keep in mind that the sooner we hear from you, the sooner we can  
determine your eligibility for payment assistance. After we receive and  
review your information, I'll be in touch with you to discuss what  
happens next.

We're here for you

We're happy to have you as our customer and the opportunity to help.  
Please feel free to call me at (803) 578-8624, with any  
questions you may have.

Sincerely,

NORA LINDSEY  
Home Preservation Specialist  
America's Servicing Company  
Telephone: (803) 578-8624;  
Hours of Operation: 7:00am-4:00pm EST  
Fax: (866) 590-8910 LB001/PGB/1