



Notice of Error, Request for Information or Qualified Written Request

A **Notice of Error, Request for Information or Qualified Written Request** is a request for Citibank, N.A. to research an error or dispute regarding the servicing of your mortgage, or to request information or documentation regarding your mortgage.

Under federal law, a residential mortgage loan borrower has the right to submit a written Notice of Error, Request for Information or Qualified Written Request to the servicer of their mortgage loan. The servicer is required to research and respond to the written inquiry.

To submit your inquiry to Citibank, N.A.

- Provide the borrower's name.
- Provide the account number.
- Describe the specific error that you believe has occurred during the servicing of your mortgage loan or describe the specific information that you are seeking.
- Do not write your request or claim on your payment coupon.
- Do not submit your monthly mortgage payment to the designated address.
- You must send your inquiry in writing to the following designated address:

Citibank, N.A.
P.O. Box 760937
San Antonio, TX 78245-0937

If your loan account is involved in an active Bankruptcy, Collections or Foreclosure legal proceeding and you are intending to send a Notice of Error, Request for Information or Qualified Written Request, it must be sent to the designated address appearing above. Do not send such correspondence to the law firm representing Citibank, N.A. in the legal proceeding.

Customer Assistance

You may call Citibank, N.A. to request information or to claim that there has been an error in the servicing of your loan. Citibank, N.A. has qualified staff that may be able to promptly respond to your inquiry over the phone. If you are not satisfied with the response or resolution that you receive, you may submit a written inquiry as described above.

If you have questions about how to submit a written inquiry to the designated address, or if you would like to contact Citibank, N.A. for other assistance, our Customer Service Representatives are available to assist you by phone at **1-800-685-0935**.

Monday - Friday: 8:30 AM to 11 PM ET

Saturday: 8:30 AM to 7 PM ET