

Executive Customer Relations
Office of the CEO and President

May 24, 2012

Mr. Gregory P. Laporta
7260 Early Pioneer Avenue
Las Vegas, NV 89129

Bank of America account ending: 9401

Dear Mr. Laporta:

This letter acknowledges receipt of your correspondence dated April 14, 2012. As a customer advocate, I welcome the opportunity to respond to your inquiry.

After reviewing your request, we are treating your correspondence as a "Qualified Written Request" under Section 6(e) of the Real Estate Settlement Procedures Act (RESPA) because you have made inquiries regarding the servicing of your account. As required by RESPA, we will respond to your inquiry within 60 days (excluding legal public holidays, Saturdays, and Sundays) of the date of receipt of your correspondence.

Thank you for bringing your concerns to our attention. If you wish to speak with us regarding this matter, feel free to contact me directly at 1.888.688.2286 extension 8315. I am available Monday through Friday, 8:00 a.m. to 5:00 p.m. Mountain.

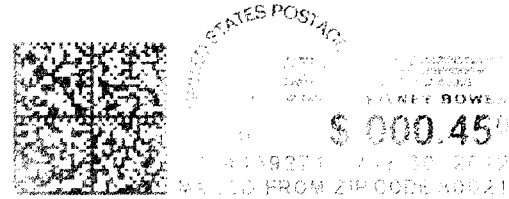
Sincerely,



Karma Balistreri
Customer Advocate
Office of the CEO and President

Bank of America 

Bank of America, CO3-510-03-01
100 North Tryon Street, Charlotte, NC 28255-0001



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Las Vegas, NV 89129

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