

Enterprise Customer Relations  
Office of the CEO and President

November 13, 2013

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

Bank of America Account Ending: 9401  
Service Request Number: 1-460947783  
Inquiry Received Date: October 17, 2013

Dear Mr. Laporta:

Bank of America's Office of the CEO and President is writing in response to your correspondence received on October 17, 2012, which was forwarded to us on your behalf by the Consumer Financial Protection Bureau (CFPB). As a customer advocate, I welcome the opportunity to address your concerns.

In your correspondence, you expressed concern that your loan was declined for Home Affordable Refinance Program (HARP) and the state of Nevada Hardest Hit Program due to inaccurate credit reporting. You requested that Bank of America amend our credit reporting for your loan account. Additionally, you expressed concern that over seven customer relationship managers have been assigned to your loan account. Further, you expressed concern that you are a victim of mortgage fraud. My research indicates that we previously responded to these concerns in prior response letters. Please find enclosed copies of the letters for your reference. Please allow me to clarify that we were unable to complete the HARP review because your account was 120 days delinquent in November 2012. We were unable to complete a principal reduction through the Nevada Hardest Hit Fund Principal Reduction Program due to the HARP decline. Bank of America's position on these issues remains unchanged and we will not provide a substantive response to this matter in the future unless new information is presented.

Accordingly, this letter will address your additional concerns. In your correspondence, you requested assistance from the Independent Foreclosure Review (IFR) to address your concerns. You also expressed concern that the private mortgage insurance company is no longer in business; however, Bank of America collects a fee of \$79.94 each month. Moreover, you expressed dissatisfaction with the quality of service and communication from Bank of America. I trust that I have adequately captured your concerns.

Bank of America is unable to comment or address your request for IFR assistance as they are an unaffiliated third party. Please contact them directly at 1.888.952.9105, Monday through Friday from 8 a.m. to 10 p.m. and Saturday, from 8 a.m. to 5 p.m. Eastern. In addition, you may visit their website [independentforeclosurereview.com](http://independentforeclosurereview.com) for additional information.

My research indicates that your Private Mortgage Insurance (PMI) Fixed Rate Loan Disclosure statement requires PMI insurance because your loan has not reached 80 percent of the original value of the Property. The disclosure states the following:

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In accordance with the Act, based solely upon the Schedule, you may request cancellation of the PMI on or after February 1, 2024. This is the date solely based on the Schedule, on which the principal balance of your Loan, regardless of the actual outstanding balance on this date, is first scheduled to reach 80 percent of the original value of the property securing your Loan...In accordance with the Act, you may request cancellation of PMI earlier than provided for in the Schedule, i.e. earlier than the date set forth above, if the actual Payments you have made, the principal balance of your Loan has reached 80 percent of the original value of the Property.

Your signature on the document confirms that you read, understood, and agreed to these terms. Enclosed is copy of the disclosure statement for your reference. As such, Bank of America is unable to cancel the PMI insurance until those terms are satisfied. Moreover, your loan is 90 percent loan-to-value (LTV) ratio therefore PMI insurance is required.

In a continued effort to provide assistance, Bank of America has assigned Mortgage Loan Officer, Justin Alvey, to facilitate your HARP request. You may contact Mr. Alvey directly at 1.800.850.7655, extension 1561903, Monday through Thursday from 7:30 a.m. to 5:00 p.m., and Friday from 7:30 a.m. to 11:30 a.m. Friday. Bank of America requires your authorization to request your credit report in order to determine your HARP eligibility. Please contact Mr. Alvey at your earliest convenience regarding this matter.

We thank you for bringing your concerns to our attention. I assure you that we have thoroughly reviewed your account. While I realize that our resolution may not have met your expectations, I trust that the additional clarification provided herein will further your understanding of the reasons for our previous decisions. We value the relationship you have maintained with Bank of America and trust that we can regain your confidence.

We are committed to working with you to resolve your concerns. Should you have questions regarding the information contained in this letter and/or your loan account, please contact Mr. Alvey at the aforementioned number. Thank you for the opportunity to be of service.

Sincerely,



Duri Jun  
Customer Advocate  
Office of the CEO and President,  
Bank of America, N.A.


Enclosures

cc: The Consumer Financial Protection Bureau, case number: 131017-000009

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If you are currently in a bankruptcy proceeding, or have previously obtained a discharge of this debt under applicable bankruptcy law, this notice is for information purposes only and not an attempt to impose personal liability for the debt.

Bank of America, N.A. is required by law to inform you that this communication is from a debt collector. However, the purpose of this communication is to let you know about the status of your request and your potential eligibility for programs to help you avoid foreclosure sale.

Mortgages funded and administered by an Equal Housing Lender.   
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