

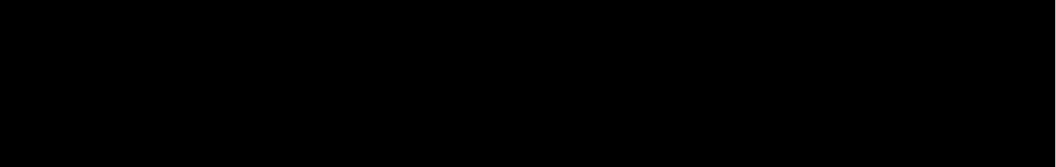
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## WHAT HAPPENED

Product: Mortgage  
Issue: Loan servicing, payments, escrow account


Describe what happened:

time in Ap  
happened  
March 201  
pay  
incr



Mortgage - Concerned  No  
Mortgage - Missed Payments  No  
Mortgage - Pay to avoid  No  
Involves discrimination:  No  
Age:  No  
Marital status:  No  
National origin:  No  
Race:  No  
Receipt of public assistance:  No  
Religion:  No  
Sex:  No  
Exercise of rights under the consumer credit protection act:  No

## ATTACHMENT

File Attachment  [BofA-Letter1.docx](#) (16.9 KB)

## DESIRED RESOLUTION

Desired resolution:



## CONSUMER INFORMATION

First name:   
Last name:   
Email Address:   
On behalf of myself:  Yes  
On behalf of someone else:  No  
I am or was a servicemember:  No  
On behalf of myself:  Yes  
On behalf of someone else:  No  
I am or was a servicemember:  No  
I am or was a dependent of a servicemember:  No

## PRODUCT INFORMATION

Name on account:   
Account/Loan number:   
Company name: Bank of America  
Street:   
Apartment, suite, building:   
City:   
State:   
ZIP code:   
Street: 100 North Tryon Street  
City: Charlotte  
ZIP code: 28255

## CASE DETAILS

Case number: