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## WHAT HAPPENED

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

Describe what happened: [REDACTED]  
time in Ap [REDACTED]  
happened [REDACTED]  
March 201 [REDACTED]  
pay [REDACTED]  
incr [REDACTED]

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: [REDACTED]

## CONSUMER INFORMATION

First name: [REDACTED]  
Last name: [REDACTED]  
Email Address: [REDACTED]  
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: [REDACTED]  
Account/Loan number: [REDACTED]  
Company name: Bank of America  
Street: [REDACTED]  
Apartment, suite, building: [REDACTED]  
City: [REDACTED]  
State: [REDACTED]  
ZIP code: [REDACTED]  
Street: 100 North Tryon Street  
City: Charlotte  
ZIP code: 28255

## CASE DETAILS

Case number: [REDACTED]