



<Date>

<First Name> <Last Name>  
<Address>  
<City> < State> <Zip>

Dear <First name>:

On behalf of the U.S. Department of the Treasury, I am writing to ask for your help by completing a brief survey on your mortgage modification experience. Your survey feedback is very important to help the U.S. Government and the mortgage industry better understand ways to help homeowners get mortgage relief to avoid foreclosure and improve homeowner experiences in the future.

You have received this survey because your home mortgage loan was modified over the past four years, as part of the U.S. Department of the Treasury's Making Home Affordable Program. While participation in the survey is voluntary, it is important for us to receive information from as many households as possible, to help us understand homeowner experience. Your feedback is needed and critical to this effort.

***You may respond to this survey request either by completing and mailing back the enclosed questionnaire in the enclosed postage paid envelope, OR by completing the survey online which is available in both English and Spanish (see instructions below for how to access the survey online).***

The questionnaire will only take 15-20 minutes of your time, and may be filled out by any homeowner named on the mortgage (but will be easiest for the person most knowledgeable about the mortgage). The Treasury Department will not publish your name or other personal information in connection with the survey.

If you choose to complete the survey online (the fastest method), here are your access instructions:

Type the following URL into your web browser: <http://mortgagesurvey.us/run/mmr072001>  
Enter the following log-in ID: <ID>

We hope to have all survey responses by April XX, 2014. If you have any concerns or questions about this survey, I encourage you to contact the Homeowner's HOPE™ Hotline (1-888-995-HOPE) or visit our web site at <http://www.makinghomeaffordable.gov/about-mha/faqs/mod-survey/Pages/default.aspx>. Thank you in advance for participating in this important effort to help homeowners!

Respectfully,

A handwritten signature in blue ink, appearing to read 'Mark McArdle', with a long horizontal line extending to the right.

Mark McArdle  
Chief, Homeownership Preservation Office  
U.S. Department of the Treasury  
<http://www.treasury.gov/>

Sensitive / Pre-Decisional / Draft

