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<ID>

<FIRST NAME1> <LAST NAME1>

<Date>

<FIRST NAME2> <LAST NAME2>

<ADDRESS>

<CITY> <STATE> <ZIP>

We are writing to ask for your help.

Over the last several years the U.S. economy has gone through some dramatic changes that have affected property values and lending practices. Many mortgage borrowers have found this to be a challenging time to own a home. As part of our national effort to improve the availability and use of mortgages to purchase homes, your mortgage experiences are very important to us.

Our agencies are working together on this study to learn from you and more important, to improve people's access to and effective use of home financing.

The **Federal Housing Finance Agency** was created in 2008 as the government regulator of Fannie Mae and Freddie Mac to oversee and ensure the safety of the U.S. housing finance system; and

The **Consumer Financial Protection Bureau** was created in 2010 to ensure that all consumers have access to markets for consumer financial products and services and markets for consumer financial products and services are fair, transparent, and competitive.

We expect the survey to take **about 20 minutes** to complete and have enclosed a small token of appreciation for your time and help.

This survey is voluntary and we ask that you not identify yourself in anyway when you return your questionnaire in the enclosed postage-paid return envelope. The code numbers on the survey are there to aid in processing and to keep track of returned surveys. No names or other identifying information is ever included in the data.

If you have any questions, please feel free to call toll free 1-855-531-0724 to learn more.

Respectfully,

Sandra Thompson
Deputy Director of Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Associate Director for Research, Markets, and
Regulation
Consumer Financial Protection Bureau

P.S. If you would like, you can complete this survey online, instead of mailing back the paper survey. Some people find this easier and it allows us to summarize the results more quickly.

To take the survey online:

- 1. Go to www.ASMBsurvey.com**
- 2. Enter your unique survey PIN #: 123 456 789**



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 <ADDRESS>
 <CITY> <STATE> <ZIP>

Last week we sent you a request to help with a study we are conducting to better understand the experiences of mortgage borrowers like you.

Whether or not you found the last few years to be challenging, your experiences are very important to us. The results from this study are particularly important in helping us better understand how home lending practices have affected you as part of our national effort to improve the availability and use of mortgages to purchase homes.

If you have already responded, thank you for your help. We really appreciate it. If you have not yet had time to respond, we hope that you will do it soon.

The survey should take **about 20 minutes** to complete.

If you have questions about the study, please feel free to call toll free 1-855-531-0724 to learn more.

We look forward to receiving your questionnaire.

Sandra Thompson
 Deputy Director of Housing, Mission, and Goals
 Federal Housing Finance Agency

David M. Silberman
 Associate Director for Research, Markets, and
 Regulation
 Consumer Financial Protection Bureau

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A few weeks ago, we wrote to ask for your help with a study we are conducting to better understand the experiences of mortgage borrowers today.

We are writing to you again because of the importance of this study, when there is much national concern about the difficulties many mortgage borrowers have faced over the last few years. Your experience is very important in helping us better understand how home lending practices have affected you as part of our national effort to improve the availability and use of mortgages to purchase homes.

Enclosed is another questionnaire and envelope for your convenience and a small token of appreciation for your time and help.

We expect the survey to take **about 20 minutes** to complete and have enclosed a small token of appreciation for your time and help.

This survey is voluntary and we ask that you not identify yourself in anyway when you return your questionnaire in the enclosed postage-paid return envelope. The code numbers on the survey are there to aid in processing and keep track of returned surveys. No names or other identifying information is ever included in the data.

If you have any questions, please feel free to call toll free 1-855-531-0724 to learn more.

Thank you in advance for considering our request. We look forward to receiving your questionnaire.

Sandra Thompson
Deputy Director of Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Associate Director for Research, Markets, and
Regulation
Consumer Financial Protection Bureau

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<ID>

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<Date>

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<ADDRESS>

<CITY> <STATE> <ZIP>

The research study about which we first wrote to you in <month> will be drawing to a close this month.

We will start the analysis of all of the responses we have received in two weeks. The results from this study are particularly important in helping us better understand how home mortgage issues have affected you as part of our national effort to improve the availability and use of home mortgages.

If you have not responded please do so by <TBD>.

The survey should take **about 20 minutes** to complete. If you no longer have the paper copy, you can complete the survey online.

To take the survey online:

1. Go to www.ASMBsurvey.com
2. Enter your unique survey PIN #: 123 456 789

We look forward to receiving your questionnaire.

Sandra Thompson
Deputy Director of Housing, Mission, and Goals
Federal Housing Finance Agency

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Consumer Financial Protection Bureau