

Federal Housing Finance Agency
400 7th Street, SW
Washington, D.C. 20219
www.FHFA.gov

Consumer Financial Protection Bureau
1700 G Street, NW
Washington, D.C. 20552
www.CFPB.gov

Para leer esta carta en Español por favor vea el dorso.

<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 mortgage practices. Some mortgage borrowers found this to be a challenging time. Personal situations change often affecting one's ability to repay their loan. With your help we will better understand how home mortgage issues have affected you as part of this national effort to improve the availability and use of mortgages to purchase homes.

Our agencies are working together on this study because of our keen interests in learning how to improve people's access to and the 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 that markets for consumer financial products and services are fair, transparent, and competitive.

Your help is critical to the success of this effort. You are not asked for any identifying information, so please do not identify yourself in anyway when you return your questionnaire. This survey is voluntary. 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.

To ensure your survey is returned to us, please use the postage-paid return envelope enclosed. If you prefer, you can complete this survey online, instead of mailing back the paper survey:

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

Some people find this an easier way to respond and it allows us to summarize the results more quickly.

We expect the survey to take **about 20 minutes** to complete and have enclosed a small token of appreciation for your time and help. If you have any questions about this study, please feel free to call toll free XXX-XXX-XXXX 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



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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 a challenging, your experience is very important to us. 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 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.

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Some people find this an easier way to respond and it allows us to summarize the results more quickly.

The survey should take **about 20 minutes** to complete. If you have questions about the study, please feel free to call toll free XXX-XXX-XXXX to learn more.

We look forward to receiving your questionnaire.

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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 mortgage issues 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. The survey should take **about 20 minutes** to complete. If you have any questions please call toll free XXX-XXX-XXXX for more information.

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

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The research study about which I 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>.

If you no longer have the paper copy, you can complete this survey online:

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The survey should take **about 20 minutes** to complete. Thank you for considering our request.

We look forward to receiving your questionnaire.

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