

Bank of America

Home Loans

July 23, 2009

[Redacted]
[Redacted]
Temecula, CA 92592

Re: Property Address: [Redacted] Edmond, OK 73012

Dear Ms. [Redacted]:

Thank you for contacting our office with your correspondence dated June 8, 2009, addressed to Ms. [Redacted] Gupta, customer advocate for [Redacted] Home Loans' Office of the Chairman. The concerns referenced in your correspondence were forwarded to my attention for review and reply.

In your correspondence, you expressed dissatisfaction with Ms. [Redacted]'s response. You indicated that you are not interested in the *Loan Transaction History Statement* Ms. [Redacted] provided. Instead, you requested that the loan associated with the subject property and all reference of foreclosure, be removed from your credit file.

Based on the loan documents we have on file in association with the subject property, my research has confirmed that you were not a party to the loan. As such, our records have been updated to remove your name from the loan, and we have requested that the credit bureaus remove all reference of the loan associated with the subject property from your credit file.

On behalf of [Redacted] Home Loans, I would like to sincerely apologize for any inconvenience this matter may have caused you and thank you for allowing us the opportunity to address your concerns. In the event you should require additional assistance, please contact me directly at [Redacted], extension [Redacted]; Monday through Friday, 8 a.m. to 5 p.m., Pacific.

Sincerely,



Misty Porras
Customer Advocate
Customer Relationship Advocacy

Customer Relationship Advocacy, CA6-919-02-39
[Redacted] American St., Simi Valley, CA 91361

