

Chase (SC1-3050)
2210 Enterprise Drive
Florence SC 29501



October 3, 2011

Leslie Nelson
674 County Square Drive, Suite 203
Ventura CA 93003

Short sale for loan [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Dear Leslie Nelson:

This letter is in response to your telephone call received on June 16, 2011, in the Chase Home Lending Executive Office, regarding assistance with a short sale for the property secured by the above-referenced loan.

Our records indicate that your short sale offer of \$[REDACTED] was approved by Chase on June 20, 2011, with a scheduled closing date of on or before August 10, 2011, with net proceeds to Chase in the amount of \$[REDACTED].

The sale closed on July [REDACTED], 2011, and the funds for the sale posted via wire transfer on July 23, 2011.

We apologize that the service you received did not meet your expectations. If you have any questions about this matter, please contact [REDACTED] at (888) 310-7995, extension [REDACTED].

We appreciate your business and value our relationship with you.

Sincerely,

Chase Home Lending Executive Office
(800) 582-0542 TDD/Text Telephone
www.chase.com