

**PHH Mortgage****PHH**

2001 Bishops Gate Blvd  
Mt. Laurel, NJ 08054

Tel 800-449-8767  
Fax 856-917-8300

June 3, 2014

Christopher McCrae  
22 Amanda Street  
Springfield MA 01118

Re: Case Number: 140415-002116  
Re: Loan Number: 0039240916

Dear Mr. McCrae

This letter is in response to the complaint filed with the Consumer Financial Protection Bureau ("CFPB") against PHH Mortgage Corporation ("PHHMC") in which you raise concerns about the loss mitigation process and payment application.

Servicing records reflect that on September 11, 2013 you were approved for a Trial Period Plan for three monthly payments in the amount of \$860.62 for October 1, 2013 through December 1, 2013 and your loan was currently showing due for the June 1, 2013 payment.

Our records reflect that your payments were made and applied to suspense on the below dates:

- October 22, 2013 in the amount of \$862.00
- November 20, 2013 in the amount of \$863.00
- December 30, 2013 in the amount of \$875.00

Upon completion of your trial period plan a closing package was sent to you on December 2, 2013 with the final terms of your modification agreement. Please be advised that there was an increase in your monthly payments as an annual escrow analysis was completed on November 19, 2013, which revealed an increase in annual city taxes. The analysis revealed an escrow shortage of \$1,248.10 which was spread over a twelve month period adding an additional \$104.01 to the payment amount due. On January 29, 2014 your application was denied as you failed to return the completed modification agreement.

Furthermore, servicing records reflect that no further payments were received after December 2013 and a notice of intent to foreclose was sent to you on July 21, 2013 which advised that your property was in default and due for the June 1, 2013 payment.

Lastly, please be advised that you were previously approved for a Trial Period Plan as at the time of application you were employed and had financials to be reviewed. Unfortunately, as you are currently unemployed we are unable to determine your loan for eligibility under a traditional financial review. However, we were able to approve you for an Unemployment Forbearance which provides you the opportunity to pay a reduced payment of 580.00 for 6 months beginning with the May 1, 2014 Payment and a 60 day foreclosure hold was placed on your account to cease foreclosure activity.

*Log in to [MortgageQuestions.com](http://MortgageQuestions.com) — your servicing website connection.*

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If you have additional concerns or questions, please contact me directly at 1-866-435-7085, ext. 82506. My hours are Monday through Friday, 9:30 A.M. to 6:00 P.M (Eastern).

Yours sincerely,



Eleanor T. Smith  
Liaison, Office of the President  
PHH Mortgage Corporation

Enclosure