



Mortgage Department Error Resolution & Information Requests Policy

A notice of error will be any written notice from you that asserts a specified error and includes your name and information that enables us to identify your mortgage or home equity loan account. A notice on payment coupon or other payment form is not considered a notice of error.

ACU is required to correct the error asserted by you and inform you of the correction or conduct a reasonable investigation and inform you that no error occurred:

1. Within 5 business days ACU is required to acknowledge the notice of error. A letter will be drafted and mailed to you acknowledging the notice of error. A copy of that letter will be kept in the loan file.
2. Not later than 7 business days after receipt of the notice of error asserting a failure to provide an accurate payoff balance amount. No extensions allowed.
3. Prior to the date of a foreclosure sale or within 30 business days, whichever is earlier, after we receive a notice of error asserting that we improperly made the first foreclosure notice or filing, or moved for foreclosure judgment or order of sale, or conducted a foreclosure sale in violation of the CFPB's rules on loss mitigation procedures. No extensions allowed.
4. For all other errors, not later than 30 business days after the credit union receives notice of the error. A 15 business day extension is allowed if before the end of the original 30 business day period the credit union notifies you in writing of the extension and the reasons for the extension.
5. If the credit union corrects the error within 5 business days, only a notice of correction is required and not an acknowledgment of the request.
6. ACU is not required to acknowledge and respond to notices of error related to foreclosure if the error notice is received 7 or fewer days before a foreclosure sale. ACU will make a good faith attempt to respond to you, orally or in writing, and either correct the error, or state the reason we have determined that no error has occurred.
7. If ACU has corrected an error, a written notification will be sent to you explaining the correction made, the effective date of the correction, and the contact information for the employee who investigated the error.
8. If ACU has determined after a reasonable investigation that no error occurred, a written notification will be sent to you explaining why no error occurred, the documentation that verifies that no error occurred, and the contact information for the employee who investigated the error.
9. If an additional error or different error is discovered during an investigation then ACU will notify you of the errors identified, the action took to correct the errors, the effective

date of the correction, and the contact information of the employee who investigated the errors.

10. For 60 days after receipt of a notice of error, ACU will not furnish adverse information to any consumer reporting agency regarding any payment that is subject of the notice of error.
11. Copies of all correspondence with you will be kept in the loan file, including a copy of the documentation relied upon to make a decision.

An information request is any written request for information from you relating to the servicing of the your mortgage loan that includes your name, information that enables the credit union to identify your mortgage loan account, and a statement of the information you are requesting with respect to your mortgage loan. A notice on a payment coupon or other payment form is not considered a request for information. A request for a payoff balance is not considered a request for information.

1. Within 5 business days of receipt of the request, ACU is required to provide a written response acknowledging receipt.
2. On a request for the identity of and address or other relevant contact information for the owner and assignee of a mortgage loan, ACU will provide the information within 10 business days.
3. Within 30 business days of receipt of the request, ACU is required to provide the information requested or conduct a reasonable search for the information and provide you with a written notice that the information is not available. A 15 business day extension is allowed, if before the end of the 30 business day period, you are notified in writing of the extension and the reasons for the extension.

ACU Mortgage employees will provide a copy of this policy to members who are not satisfied with the resolution of an oral complaint or request for information submitted orally.