

August 18, 2009

Via E-Mail only [REDACTED]

Keller Williams Realty
Attention: Stephanie and Jay Lim

RE: Loan No. [REDACTED]
Property: [REDACTED] Jacksonville, FL 32259

Dear Mr. and Mr. Lim:

The Customer Advocate Department of Carrington Mortgage Services, LLC ("CMS") is in receipt of your correspondence dated July 31, 2009 addressed to Tm Okura in our Loan Modification Department. CMS is committed to responsible mortgage lending and servicing and we would like to address any concerns you have. The following is our response to the issues raised in your complaint.


We regret that you have been dissatisfied with the service provided by the CMS associates you have communicated with by telephone. Please accept our sincere apology for any inappropriate communication that may have occurred.

Even though your offer of \$237,500.00 is for the market value as reflected in your buyer's appraisal, the investor is not obligated to accept an offer that exceeds their threshold for loss. Based on the offer presented, senior management felt it was not in the best interests of our investor to accept your short sale offer in the amount of \$237,500.00. Our counter offer of \$255,000.00 includes costs/concessions. CMS will consider any offer you present at no less than \$255,000.00.

Please keep in mind that the above counter offer does not constitute a commitment to approve any short sale offer as final approval must go through the investor. ← Indicates investor has not even seen... This "counter" is coming from servicer NOT the investor

We trust that this communication addresses all of the concerns noted in your complaint. If you have any further questions, please contact the undersigned at (866) 874-5017, Monday through Friday, 8:00 AM to 5:00 PM, Pacific Time.

Sincerely,


Debra Reho
Customer Service Advocate

CC: [REDACTED]