

PHH Mortgage

**PHH**

2001 Bishops Gate Blvd.  
Mount Laurel, NJ 08054

Tel 800-449-8767  
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May 6, 2014

David McCrae  
350 Cee Run  
Bertram TX 78605

RE: Case Number: 140506-000027  
Loan number: 0016371056

Dear Mr. McCrae,

Your correspondence referenced above has been received by our Office of the President via the Consumer Financial Protection Bureau.

We appreciate the opportunity to address your concerns. Once we have completed a thorough review of the issues raised, we will prepare a response by May 21, 2014. If an extension is required, we will contact you to provide an update.

We thank you for your business and look forward to providing you with the highest level of service. If you have any additional questions, please contact me at 1-800-449-8767 Ext.82815 My business hours are Monday through Friday, 11:30AM – 8:00PM, Eastern Time.

Sincerely,

*DeNeene Ford*

DeNeene Ford  
Presidential Liaison  
PHH Mortgage Corporation

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