



Dear Mr. & Mrs. Homeowner,

We are pleased you have contacted us requesting assistance on your loan. While we cannot promise you assistance, we hope to find a solution that will help you, while still protecting the interests of the owner of the loan.

Following is the process that we intend to follow as we consider your request.

Step 1 - Please provide us with the following documents. You should send us all of these documents at one time to the following address:

**Franklin Bank, S.S.B.
9800 Richmond Ave., Suite 680
Houston, TX 77042
Or fax: Attention - Loss Mitigation Dept
1-800-811-2454**

Financial Statement Form, Hardship Letter, and Borrower Authorization Form

- Proof of income: This could include current W2's, pay stubs, or bank statements.
- An explanation of the reason for your request for assistance. If you can provide documentation of this reason, please send that as well.
- The period of time you believe you will not be to make your regular monthly payments.
- Completed financial statement which is enclosed [OR a list of your monthly expenses:]
 - Utilities - heating, phone, gas / electric
 - Food
 - Car payment
 - Additional mortgages or other secured debt
 - Unsecured debt - credit cards and personal loans
 - Medical expenses
 - Insurance (i.e., medical, life, auto, homeowners/renters)
 - Transportation expenses (i.e., gasoline, mass transit)

We must receive **ALL** of this information before we can proceed with the next step. If we do not receive all of this information within 35 days from the date of this letter, we will remove your request from our process, and you will have to start the process over again.



Step 2 - Review / Analysis

We will review the information you submitted. When necessary, we will obtain property appraisals, discuss the terms of a proposal with investors or mortgage insurance companies that have an interest in your mortgage, and obtain other third party documents. This may take 10 to 30 additional days.

Step 3 - Approval / Denial

After we obtain all information from you and the third parties, we will make a decision as to whether we are able to assist you. We hope to advise you of our decision within 45 days **AFTER** we receive all of your information and the information from the third parties. We will tell you whether or not we can propose a solution and if so, the terms of our proposal.

Step 4 - Execution

If our proposal requires you to sign new documents, we will send you the documents and request that you sign and return them with any payment required within a specified number of days. If you do not return the documents and payment by that date, our proposal will be void, and you will need to re-start the entire process again.

Please be aware that we are continuing our efforts to collect the amounts owing on your loan. Therefore, unless we have previously refused your payments, you should continue to make your monthly payments when they become due. You likely will continue to receive collection letters or notices from us or our attorneys. In addition, we may commence a foreclosure proceeding against the property that secures this loan. If we already have commenced a foreclosure proceeding, this proceeding will not be postponed unless we advise you in writing of such postponement.

Therefore, we urge you to send all of the documents described above as soon as possible.

Very truly yours,

Loss Mitigation Department
Toll Free: 1-877-398-8911