



Error Resolution and Information Request Notice

In case of errors or questions about your mortgage loan call us at **(877) 516-9417**, write us at **2600 S Thompson, Springdale, AR 72764**, or e-mail us at wecare@united-bk.com, Attention: Loan Error/Information Request Department. If you believe there has been a mistake or if you need more information about a transaction related to your loan, we must receive a timely, written notice from you. Your notice should include:

- (1) Your name and account number;
- (2) The type, date, and amount of the suspected error or transaction in question
- (3) Explain as clearly as you can why you believe it is an error or why you need more information.

We will acknowledge your written notice within 5 business days and will communicate whether an error occurred or not, and the resulting action taken within 30 business days after we hear from you. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will notify you within the first 30 business days.

If we determine that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation. Documentation requests will be responded to within 15 business days from the day they are received.