

## **Mortgage Error Resolution & Request for Information**

If you believe there is an error on the Loan Statement or in the servicing of your mortgage loan account or if you need more information about your mortgage loan, you must send a written notice to us at:

**Embark FCU  
PO Box 2649  
Great Falls, MT 59403-2649**

Your written notice must include the following information:

1. Your name and loan account number
2. The property address securing the mortgage
3. Statement of the specific reason(s) why you believe there is an error with your mortgage loan account
4. Or, if information is requested, a statement explaining your request.

Your letter must be on a separate sheet of paper, written notice on a payment coupon or statement is not sufficient for this purpose.

### **What you can expect:**

We will send a written acknowledgment of your request within five business days. Within thirty business days we will send a letter providing the information, the error will be resolved, or we will provide further details regarding your request.

If it is determined that additional research is needed, we may need to extend the response time by fifteen business days. In that case we will inform you in writing before the end of the thirty-day research period.