

Subject: Your submission [Case number: 130813-000017]
From: "Consumer Financial Protection Bureau" <donotreply@consumerfinance.gov>
Date: 08/13/2013 12:04 AM
To: greg@exposebankofamerica.org

Thank you for contacting the Consumer Financial Protection Bureau (CFPB).

Our Office of Consumer Response has received your submission and will review it as soon as possible to determine if it involves a Federal consumer financial law within our authority. Please be aware that the Office of Consumer Response cannot represent individuals and we are not a substitute for legal counsel.

Depending on what we find, we will either:

- Send your complaint to the company for a response;
- Send your complaint to the appropriate regulator or help you get in touch with your state and local consumer protection office if your complaint is not within our authority; or
- If we need more information to continue our work, we will reach out again and let you know.

Regardless, your submission will help us understand the marketplace better and help us to protect consumers like you.

You can set up an account to check the status of your submission at any time at <https://help.consumerfinance.gov/app/account/complaints/list/>

If you're having trouble paying your mortgage and need immediate assistance, call us at (855) 411-CFPB (2372). We can connect you to a free, HUD-approved housing counselor who can help you explore options available to avoid foreclosure, including modifications, short sales, repayment plans and government programs. Special assistance may be available to military members or veterans. You can also explore your options at: <http://www.makinghomeaffordable.gov/programs/Pages/default.aspx>. Please note that submitting a complaint to us will not automatically stop or delay a foreclosure.

Thank you,

Consumer Financial Protection Bureau

consumerfinance.gov

(855) 411-CFPB (2372)