



**Home Loans**

Customer Service Department, CA6-919-01-41  
450 American Street  
Simi Valley, CA 93065-6298

October 18, 2010

Gregory P. Laporta  
7260 Early Pioneer Avenue  
Las Vegas, NV 89129

Re: Bank of America Home Loan Number ending: 9401 & 8651  
Property Address: 7260 Early Pioneer Avenue, Las Vegas, NV 89129

Dear Gregory P. Laporta:

I am writing in response to your most recent letter regarding the above referenced loan with Bank of America Home Loans, Inc. ("Bank of America"). We take any feedback from our customers very seriously and appreciate your patience while we researched your concerns.

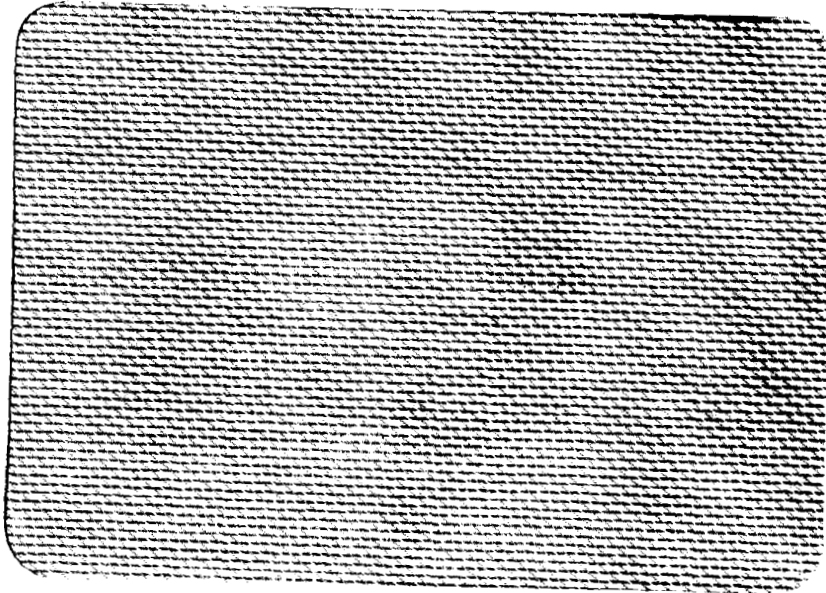
We regret that you were dissatisfied with your loan transaction with Bank of America. However, the previous letter that was sent to you sufficiently states Bank of America's position regarding this matter. We feel that Bank of America has been responsive and thorough and we have responded to all the questions raised in your previous letter. Upon further review, there is nothing to add to our previous response and our position remains unchanged.

In the event you require further assistance, please contact our Customer Service Department at 1.800.669.6607, Monday to Friday, 6 a.m. to 6 p.m., Pacific. Thank you for this opportunity to be of service.

Sincerely,

Customer Service

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