



Exstream Bank
P.O. Box 232034
Lexington, KY 40511-2034



1-800-555-4321



www.exstreambank.com



info@exstreambank.com

To:
Jane Hack
2050 Newtown Pike
Apt. 100
Boston, MA 022011234

Account Number: 111111111

Date: 04/24/19

Dear Jane Hack,

My name is Ben Stevens and I will be your dedicated Customer Relationship manager.

Exstream Bank has several programs to help customers who are having trouble making loan repayments, and it's possible that one could help you.

What I will provide

As your customer relationship manager, I will work with you to review your individual situation and help determine which of our programs may be available to you. I will let you know where you are in the loan assistance process, where you've been and what your next steps are. I will be with you the entire time, and you will get periodic status updates from me.

What I need from you

One of the most important things you can do to successfully complete the loan assistance process is to provide us with all of the documents we require within the time-line requested. Depending on your individual situation, we will request income and property related documents. Once we determine what program is right for your loan, we will provide you with instructions for the preferred method of submitting those documents to us.

Next steps

I will be calling you soon, but in the meantime, if you have questions, you can reach me at: 1-800-555-4321. Please have your loan number available when you call.



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If you have questions or if you would like more information about our checking account options, please call us at one of the telephone numbers above or visit any of our branches.

Asset Summary

	Account Number	Beginning Balance	Ending Balance
Premier Checking	0012445660441	\$5,032.44	\$3,123.43
Standard Savings	0001570000552	\$1,002.65	\$2,227.65
Premium Savings	0001083410311	\$402.12	\$507.12
	Total Assets	\$6,437.21	\$5,858.20

Asset Summary Balances shown are as of April 25, 2019 unless otherwise stated. For details of your retirement accounts, credit accounts, and securities accounts, you will receive separate statements. Balance summary information for annuities is provided by the issuing insurance companies and believed to be reliable without guarantee of its completeness or accuracy.

Sincerely,

Ben Stevens
info@exstreambank.com