



Reverse Mortgage Servicing Department
P.O. Box 40724 • Lansing, Michigan 48901-7924
(866) 654-0020 Office
(866) 616-2160 Fax

October 26, 2018

Farmers Insurance
P.O. Box 2602
Grand Rapids, MI 49501

Re: Policy Number # 958392874

To Whom it May Concern:

Our company is listed as a mortgagee on the above-referenced insurance policy.

As such, we are providing you with the required notice that we have recently received information that indicates that the property listed below may currently be vacant:

11259 Hillview Drive
CEMENT CITY, MI 49233

Regards,

Reverse Mortgage Servicing Department



IMPORTANT DISCLOSURES

Notice of Error and Request for Information

Federal law gives customers the right to notify us of an error regarding the servicing of their loan or to request information regarding their loan. If you wish to provide a notice of error or a request for information, you must write to us at the following address: P.O. Box 85400 Attn: Mailstop AUS-01, Austin, Texas 78708. The letter must provide the customer's name, loan number, and description of the error or detailed list of the information being requested.

If your property is located in the State of Texas:

COMPLAINTS REGARDING THE SERVICING OF YOUR MORTGAGE SHOULD BE SENT TO THE DEPARTMENT OF SAVINGS AND MORTGAGE LENDING 2601 NORTH LAMAR, SUITE 201, AUSTIN, TX 78705. A TOLL-FREE CONSUMER HOTLINE IS AVAILABLE AT 877-276-5550. A complaint form and instructions may be downloaded and printed from the Department website located at www.sml.texas.gov or obtained from the department upon request by mail at the address above by telephone listed above or by email at smlinfo@sml.texas.gov.

If your property is located in the State of New York:

Your servicer is either a registered servicer or exempt servicer registered with the Superintendent of the New York State Department of Financial Services. For further information or to make a complaint regarding your servicer you may contact the New York State Department of Financial Services Consumer Assistance Unit at (800) 342-3736 or by visiting www.dfs.ny.gov.

If your property is located in the State of Arkansas:

Your servicer is licensed in Arkansas and complaints about your servicer may be submitted to the Arkansas Securities Department via the Department's website (<http://www.securities.arkansas.gov/>) or toll-free at (800) 981-4429.