



P.O. Box 55004  
Irvine, CA 92619  
888.504.6700 toll free  
949.341.2242 fax

www.rushmorelm.com

7603050149\*LM204 N1^1

June 21, 2021

**Address Service Requested**

Ramon Garcia  
262 E Columbia St  
Hempstead, NY 11550  
★

Loan No.: 7603050149  
Property Address: 262 East Columbia Street  
Hempstead NY 11550

Dear Ramon Garcia :

You have requested that Rushmore Loan Management Services LLC ("Rushmore") accept an amount less than the total debt you owe Rushmore pursuant to the terms of the Note and Security Instrument which is described within our above referenced loan number. It is our understanding that this settlement offer is being requested due to unforeseen financial difficulties you have encountered.

After a complete review of the information and documentation you have provided to Rushmore, the owner of your loan is in agreement to accept \$325000.00 as a final payoff settlement on your loan.

This approval is subject to our office being in receipt of the above amount by 07/26/2021. If this amount is not received by this date, this Settlement Agreement will be considered null and void. If this occurs, you and/or your closing agent will be required to negotiate a new settlement closing date with Rushmore.

In consideration for any delays in our not receiving the payoff by the date specified above Rushmore will add an additional Per Diem Rate of \$0.00 to the above settlement amount. After a new settlement date is negotiated with Rushmore, we will issue a new Settlement Agreement to your closing agent.

Only Certified Funds, Title Company Trust Account Checks or Bank Wires will be accepted as payment. All funds must be remitted in the equivalent amount of currency of the United States of America.

It is further understood that any of the following monies that are in our possession and/or that may become in our possession, will be retained by Rushmore as additional consideration and that under no circumstances will they be refunded to you.





P.O. Box 55004  
Irvine, CA 92619  
888.504.6700 toll free  
949.341.2242 fax

[www.rushmorelm.com](http://www.rushmorelm.com)

Address Service Requested

- \* Any funds being held in our restricted escrow account, which were received from a property casualty claim wherein Rushmore was named Mortgagee and/or any funds that may be due under any pending claim wherein Rushmore is the named Mortgagee or any premium refunds that may be due us as reimbursement for advances that Rushmore previously paid.
- \* Any refunds in Rushmore possession and/or refunds that may be remitted to us from a taxing authority for the purpose of reimbursing us for advances that Rushmore previously paid.
- \* In entering into this Settlement Agreement, the owner of your loan agrees to waive any further claims, deficiency judgments or other actions that it has in connection with the Mortgaged Property.
- \* The completion of a short sale may have credit reporting implications.
- \* This transaction may include debt forgiveness. In some cases, debt forgiveness may be taxed as income. Please consult a tax advisor regarding any tax implications you may have due to this transaction.
- \* By entering into this program you are authorizing Rushmore to contact the Title Company or Closing Agent representing the interested parties in this matter to verify status of the sale.

If there are any questions that you may have regarding the contents herein above, please contact our office Toll Free at 1-888-504-7300 Monday through Thursday between the hours of 6:00 a.m. to 7:00 p.m., Friday 6:00 a.m. to 6:00 p.m. Pacific Standard Time.

Sincerely,

LM204 052 9PB





P.O Box 55004  
Irvine, CA 92618  
888.504.6700 toll free  
949.341.2200 fax  
[www.rushmorelm.com](http://www.rushmorelm.com)

**RUSHMORE LOAN MANAGEMENT SERVICES LLC**

**WIRING INSTRUCTIONS**

Please wire funds to:

Institution: Wells Fargo

ABA Routing Number: Bank 121000248

Account Number: 4122029028

Reference: Loan Number  
Borrower Name

Attn: Cashiering Department  
Beneficiary: Rushmore Loan Management LLC  
15480 Laguna Canyon Road  
Suite 100  
Irvine, CA 92618

Customer Service: 888-504-6700



## ADDITIONAL NOTICES

Rushmore Loan Management Services LLC is a Debt Collector attempting to collect a debt.

**Bankruptcy Notice.** If you are in bankruptcy or if your obligation to repay this loan was discharged in bankruptcy, this informational notice is sent to you in order to comply with statutory requirements. It is not an attempt to collect a debt. You may disregard information relating to payment remittance. You are not obligated to make payments and any amount(s) you do pay Rushmore is at your discretion. Please note, however, Rushmore reserves the right to exercise its legal rights, including but not limited to foreclosure of its lien interest, only against the property securing the original obligation.

If you have any other mortgage loans secured by the same property not serviced by Rushmore, please contact your other servicer directly to discuss any possible loss mitigation options that may be available to you.

If you are a confirmed Successor-in-Interest who has not assumed the mortgage loan obligation under State Law, this letter is being sent for information purposes only and does not constitute personal liability with respect to the debt.

**LEGAL NOTIFICATION:** Rushmore Loan Management Services LLC may report information about your account to credit bureaus. Late payments, missed payments or other defaults on your account may be reflected in your credit report.

### Notice of Error Resolution & Information Request Procedures

The following outlines the Error Resolution and Information Request Procedures for your mortgage account at Rushmore Loan Management Services LLC (RLMS). Please keep this document for your records.

**If you think an error has occurred on your mortgage account or if you need specific information about the servicing of your loan, please write us at:**

#### Rushmore Loan Management Services LLC

P.O. Box 52262

Irvine, California 92619-2262

All written requests for information or notices of error should contain the following information:

1. Your name
2. Account number
3. Property Address
4. Description of the error and explanation as to why you believe it is an error or a request for specific information regarding the servicing of your loan
5. Current contact information so we may follow up with you

All written requests for specific information will be handled within 30 days of receipt. We will determine whether an error occurred within 30 days after receiving your notice of error and will correct any error promptly (Notices of error on payoff statements will be handled within 7 days). If additional time is needed to investigate your complaint or request, we may take up to 45 days but we will notify you of the extension within the original 30 days. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

### HUD STATEMENT

Pursuant to section 169 of the Housing and Community Development Act of 1987, you may have the opportunity to receive counseling from various local agencies regarding the retention of your home. You may obtain a list of the HUD approved housing counseling agencies by calling the HUD nationwide toll free telephone at 1-800-569-4287.

### Equal Credit Opportunity Act Disclosure

NOTICE: The federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is the Bureau of Consumer Financial Protection, 1700 G Street NW, Washington, DC 20552 or Federal Trade Commission, Equal Credit Opportunity, Washington, DC 20580.

## STATE SPECIFIC NOTICES

### **The following notice applies to Arkansas residents only:**

Please note that Rushmore Loan Management Services LLC is licensed in Arkansas and that complaints about Rushmore Loan Management Services LLC may be submitted to the Arkansas Securities Department via the Department's website (<http://www.securities.arkansas.gov/>) or toll-free 1-800-981-4429.

### **The following notice applies to California residents only:**

The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8:00 a.m. or after 9:00 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP (382-4357) or [www.ftc.gov](http://www.ftc.gov).

### **The following notice applies to Colorado residents only:**

Please note: A consumer has the right to request in writing that a debt collector or collection agency cease further communication with the consumer. A written request to cease communication will not prohibit the debt collector or collection agency from taking any other action authorized by law to collect the debt.

FOR INFORMATION ABOUT THE COLORADO FAIR DEBT COLLECTION PRACTICES ACT, SEE [www.coag.gov/car](http://www.coag.gov/car).

Please be advised that you can reach the Colorado Foreclosure Hotline at 1-877-601-HOPE (601-4673).

Local Rushmore Loan Management Services LLC Agent for Colorado Residents:

Irvin Borenstein  
7200 S. Alton Way, #B180  
Centennial, CO 80112  
303-309-3839

### **The following notice applies to Hawaii residents only:**

Rushmore is licensed by the Division of Financial Institutions for the State of Hawaii. A borrower may file a complaint about Rushmore Loan Management Services with the Commissioner:

**Division of Financial Institutions**  
Department of Commerce and Consumer Affairs  
King Kalakaua Building  
335 Merchant Street, Rm. 221  
Honolulu, HI 96813

### **The following notice applies to Massachusetts residents only:**

Notice of IMPORTANT RIGHTS: You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to the creditor.

### **The following notice applies to North Carolina residents only:**

**If you believe the loss mitigation request has been wrongly denied, you may file a complaint with the North Carolina Office of the Commissioner of Banks website, [www.nccob.gov](http://www.nccob.gov).**

### **RUSHMORE LOAN MANAGEMENT SERVICES LLC Branch Addresses:**

California Branch: 15480 Laguna Canyon Road, Suite 100, Irvine CA 92618  
Texas Branch: 1755 Wittington Place, Suite 400, Dallas TX 75234  
Oklahoma Branch: 2000 North Classen Blvd, Suite N3400, Oklahoma City, OK 73106

**Collection Agency**CA Office License Number: **103651**TX Office License Number: **112248**OK Office License Number: **113559****The following notice applies to New York residents only:****NOTICE PURSUANT TO NEW YORK STATE BANKING REGULATION 419**

Rushmore is registered with the Superintendent of Banks for the State of New York. A borrower may file a complaint about Rushmore Loan Management Services with the New York State Department of Financial Services. A borrower may obtain further information from the New York State Department of Financial Services by calling the Department's Consumer Assistance Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov).

**If you believe the loss mitigation request has been wrongly denied, you may file a complaint with the New York State Department of Financial Services at 1-800-342-3736 or [www.dfs.ny.gov](http://www.dfs.ny.gov).**

NMLS Unique ID Number 185729

Please be advised that calls regarding your property insurance requirements may be answered by Southwest Business Corporation, a third party insurance producer and tracking services provider.

**The following notice applies to Texas residents only:**

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's website located at [www.sml.texas.gov](http://www.sml.texas.gov) or obtained from the department upon request by mail at the address above, by telephone at its toll-free consumer hotline listed above, or by email at [smlinfo@sml.texas.gov](mailto:smlinfo@sml.texas.gov).

**The following notice applies to Oregon residents only:**

Pursuant to Oregon Revised Statutes 86A.324, the Director of the Department of Consumer and Business Services prescribed by law and pursuant to FSR 25-2020: Borrowers: The Oregon Division of Financial Regulation (DFR) oversees residential mortgage loan servicers who are responsible for servicing residential mortgage loans in connection with real property located in Oregon and persons required to have a license to service residential mortgage loans in this state. If you have questions regarding your residential mortgage loan, contact your servicer at 888-504-6700. To file a complaint about unlawful conduct by an Oregon licensee or a person required to have an Oregon license, call DFR at 888-877-4894 or visit [dfr.oregon.gov](http://dfr.oregon.gov).

**The following notice applies to Pennsylvania residents only:**

The lender shall retain a security interest in the residential real estate unless and until the debt is fully satisfied and the security interest is released.

**The following notice applies to Wisconsin residents only:**

This collection agency is licensed by the Division of Banking in the Wisconsin Department of Financial Institutions, [www.wdfi.org](http://www.wdfi.org).