



Customer Service Department  
P.O. Box 31785  
Tampa, FL 33631-3785

Michael Helms  
10349 Siesta Dr.  
Sunland, CA 91040

**Notice Date:** October 14, 2016

We're unable to locate an account based on the information you sent and need additional information to respond to your request.

We received your correspondence on October 11, 2016. Unfortunately, we're unable to provide the information you requested because your inquiry did not include enough identifying information to locate an account in our system and/or the information you provided was illegible.

We have enclosed a copy of your original correspondence for reference.

### **What you need to do**

- If this account is a Bank of America, N.A. account, please provide the account number, property address, and customer's name.
- If this is regarding a customer's account and you are a third party, please include written and signed authorization from the customer, so we can release information to you.
- Please fax requests to 1-800-520-5019 or mail the information to:

Bank of America, N.A  
Attention: Correspondence Unit  
FL-1-908-01-49  
PO Box 31785  
Tampa, FL 33631-3785

- If your original correspondence was sent to Bank of America, N.A. in error, please disregard this notice.

### **Questions?**

If you have any questions, please call us at 1-800-669-6607 between the hours of 8a.m. and 9p.m., Monday through Friday, Eastern Standard Time. We appreciate the opportunity to serve your home loan needs.