



[www.tucoemas.org](http://www.tucoemas.org)

### **Notice of Error Resolution & Information Request Procedures**

The following outlines the Error Resolution and Information Request Procedures for your mortgage account at Tucoemas Federal Credit Union. 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 our designated address:

#### **Tucoemas Federal Credit Union**

Attn: Service Center Department

PO Box 5011

Visalia CA, 93278

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

1. Borrower / Member Name
2. Member and Loan Number
3. 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
4. Current contact information so we may follow up with you.
5. Signature of borrower or agent of borrower
6. Date

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 document that we used in our investigation.

Please keep this document for your records.