

Notice of Error, Request for Information or Qualified Written Request

A **Notice of Error, Request for Information or Qualified Written Request** is a request for 1st Colonial Community Bank to research an error or dispute regarding the servicing of your mortgage, or to request information or documentation regarding your mortgage.

Under federal law, a residential mortgage loan borrower has the right to submit a written Notice of Error, Request for Information or Qualified Written Request to the servicer of their mortgage loan. The servicer is required to acknowledge receipt of the inquiry, research, and respond to the written inquiry.

To submit your inquiry to 1st Colonial Community Bank:

- Provide the borrower's name.
- Provide the account number.
- Describe the specific error that you believe has occurred during the servicing of your mortgage loan or describe the specific information that you are seeking.
- Do not write your request or claim on your payment coupon.
- Do not submit your request with your monthly mortgage payment.
- Send your inquiry in writing to the following designated address:

1st Colonial Community Bank
Attn: Loan Operations Department
210 Lake Drive East, Suite 300
Cherry Hill, NJ 08002

Customer Assistance

You may call 1st Colonial Community Bank to request information or to claim that there has been an error in the servicing of your loan. 1st Colonial Community Bank has qualified staff that may be able to promptly respond to your inquiry over the phone. If you are not satisfied with the response or resolution that you receive, you may submit a written inquiry as described above.

If you have questions about how to submit a written inquiry to the designated address, or if you would like to contact 1st Colonial Community Bank for other assistance, our Loan Operations Representatives are available to assist you by phone at 856-885-2019

Monday - Friday: 8 AM to 5:00 PM ET