

**ONLINE COMPLAINT FORM**

We are committed to providing quick, helpful responses to all inquiries and requests. If you're an existing customer, the easiest way to send us a complaint is to sign in to your Mr. Cooper account. From the accounts page, go to the side menu, click on the envelope and choose "create a ticket".

**If you do not have access to our website or if you are notifying us of an issue on behalf of one of our customers, please fill out the following form in its entirety and submit any relevant documentation.** We will investigate the issue and work to resolve it as quickly as possible.

Please note submitting a request through email does not constitute a qualified written request ("QWR") as defined by 12 CFR Part 1024 (Regulation X).

DESCRIBE THE NATURE OF YOUR REQUEST (check all that apply):

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Cease and Desist Request | <input type="checkbox"/> Modification Denial Appeal | <input type="checkbox"/> SII or Transfer Related Request |
| <input type="checkbox"/> Disaster Impact          | <input type="checkbox"/> Payoff Request             | <input type="checkbox"/> Unoccupied Property             |
| <input type="checkbox"/> Follow Up                | <input type="checkbox"/> Request for Research       | <input type="checkbox"/> Other (describe):               |

PLEASE PROVIDE YOUR CONTACT INFORMATION (NOT THE CUSTOMER'S INFORMATION):

Name	<input type="text"/>					
Address	<input type="text"/>					
City	<input type="text"/>	State	<input type="text"/>	Zip	<input type="text"/>	<input type="text"/>
E-mail Address	<input type="text"/>					
Phone Number	Work	<input type="text"/>	Cell	<input type="text"/>	Fax	<input type="text"/>

Loan Number Click or tap here to enter text.

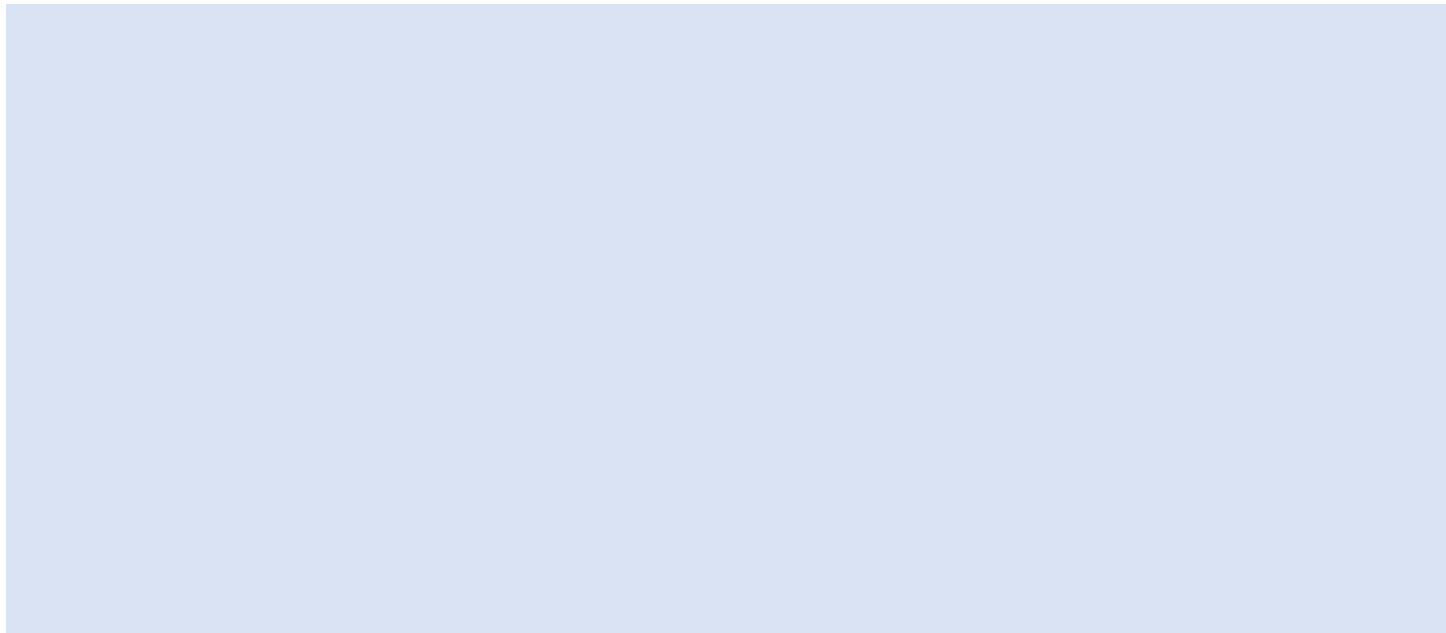
Product/Sub-Product Choose an item.

Third Party Type Choose an item.

Issue Choose an item.

Today's Date:

Issue Details: Please describe the issue in chronological order, starting from the beginning and working forward.



**RELEVANT DOCUMENTATION CHECKLIST:** (check all that are enclosed)

- Advertising or Marketing
- Bank statements
- Canceled checks (front and back)
- Correspondence, including demand letter(s) and e-mail(s)
- Judgment/civil lawsuit document(s) (e.g. original petition, settlement document(s))
- Lease/rental agreement
- Listing/management agreement
- Monthly statements
- Notice of Representation
- Original Mortgage and/or refinance documents
- Photograph(s)
- Receipt(s)
- Release of Lien
- Sales contract
- Third Party Authorization form(s)
- Other (describe):

**PLEASE RETURN COMPLETED FORM AND ALL ATTACHMENTS**

MAIL  
Mr. Cooper  
PO Box 619098  
Dallas, TX 75261

EMAIL  
NonCustomerForm@mrcooper.com