mr. cooper
CHANGING THE FACE OF HOME LOANS
8950 Cypress Waters Blvd.
Coppell, TX 75019

OUR INFO
ONLINE
www.mrcooper.com

RECAST REQUEST

We have received a request for a recast of your home loan. Please complete this form and return with a non-refundable $250.00 processing fee payable to Mr. Cooper (NOT required for the following States: AL, AZ, CA, IA, KS, MA, MS, MT, NC, PA, TX, VT, and WV).

Acceptable forms of payment include: Money order, Cashier's check, or personal check

The item(s) can be returned to:

By mail: Mr. Cooper
Attention: Document Administration
8950 Cypress Waters Blvd.
Dallas, TX 75019

By email: subordination@mrcooper.com

What to expect:

- This process takes up to 90 calendar days from start to finish.
- Please allow up to 30 days to receive the agreement post receipt of the processing fee and principal reduction funds. The agreement will be delivered by email or mail.
- The agreement will need to be printed, executed, and mailed back using the pre-paid shipping label included.
- Account updates will be available prior to the Principal & Interest effective date.
- A copy of the fully executed agreement will be provided once the process is complete.

If you have any questions, please contact our Customer Service Department at 888-480-2432 or via mail at the address listed above. Our hours of operation are Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT). Visit us on the web at www.mrcooper.com for more information.

LOAN INFORMATION	
Borrower(s) Name:	
Property Address:	
Loan Number:	
Partial Principal Reduction Amount: *minimum $10,000.00 required	

Borrower Date Co-Borrower Date

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.

EQUAL HOUSING OPPORTUNITY

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

Hawaii Residents: If you believe a loss mitigation option request has been wrongly denied, you may file a complaint with the state division of financial institutions at 808-586-2820 or http://cca.hawaii.gov/dfi/.

New York Residents: Nationstar Mortgage LLC d/b/a Mr. Cooper is licensed by the New York City Department of Consumer Affairs License Number: 1392003, 1424140, 1468024, 2045153, 2066076, 2066379, 2095442, 2104386 and 2113202. **If you believe a 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.** If you want to know the name of your originating lender or the amount that you owe, please contact our customer service department. Mr. Cooper utilizes third-party providers and remains responsible for all actions taken by these providers.

In accordance with New York law and the Americans with Disabilities Act (ADA), Nationstar Mortgage LLC d/b/a Mr. Cooper makes reasonable accommodations to customers with disabilities, such as providing large print monthly statements, upon request. Please contact us toll-free at 855-805-6991 to learn about which ADA accommodations may be available and to request that your communications from us be provided in such specific format, if possible.

Oregon Residents: There are government agencies and nonprofit organizations that can give you information about foreclosure and help you decide what to do. For the name and telephone number of an organization near you, please call 211. If you need help finding a lawyer, consult the Oregon State Bar's Lawyer Referral Service online at www.oregonstatebar.org or by calling 503-684-3763 (in the Portland metropolitan area) or toll-free elsewhere in Oregon at 800-452-7636. Free legal assistance may be available if you are very low income. For more information and a directory of legal aid programs, go to www.oregonlawhelp.org.

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 833-685-2580. 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.

North Carolina Residents: Nationstar Mortgage LLC d/b/a Mr. Cooper is licensed by the North Carolina Commissioner of Banks, Mortgage Lender License L-103450. Nationstar Mortgage LLC d/b/a Mr. Cooper is also licensed by the North Carolina Department of Insurance, Permit Numbers: 119504672 (8950 Cypress Waters Blvd., Dallas, TX 75019), 119505535 (2501 South Price Road, Ste. 105, Chandler, AZ 85286), 119506643 (110 Triple Creek Drive, Ste. 10, Longview, TX 75601), 119507038 (25500 Commercentre Drive, Lake Forest, California 92630), 119507148 (2780 Lake Vista Drive, Lewisville, TX 75067), 119507149 (800 State Highway 121 Bypass, Lewisville, TX 75067), 119507778 (750 State Highway 121 Bypass, Suite 101, Lewisville, TX 75067), 518184713 (4425 Ponce de Leon Blvd., 5th Floor, Coral Gables, FL 33146) and 521309026 (2000 N Classen Blvd., Suite N3400, Oklahoma City, OK 73106). **If you believe a 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.**

Texas Residents: COMPLAINTS REGARDING THE SERVICING OF A MORTGAGE SHOULD BE SENT TO THE DEPARTMENT OF SAVINGS AND MORTGAGE LENDING, 2601 NORTH LAMAR,

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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 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.

Washington Residents: Nationstar Mortgage LLC d/b/a Mr. Cooper is licensed in Washington, Debt Collection Agency License Numbers: 602110305-001-0001 (8950 Cypress Waters Blvd., Dallas, TX 75019), 602110305-001-0019 (2501 South Price Road, Ste. 105, Chandler, AZ 85286), 602110305-001-0023 (2780 Lake Vista Drive, Lewisville, TX 75067), 602110305-001-0024 (800 State Highway 121 Bypass, Lewisville, TX 75067), 602110305-001-0021 (110 Triple Creek Drive, Suite 10, Longview, TX 75601), 602110305-001-0022 (25500 Commercentre Drive, Lake Forest, California 92630), 602110305-001-0026 (750 State Highway 121 Bypass, Suite 101, Lewisville, TX 75067), 602110305-001-0028 (4425 Ponce de Leon Blvd, 5th Floor, Coral Gables, FL 33146) and 602110305-001-0029 (2000 N Classen Blvd., Suite N3400, Oklahoma City, OK 73106). If you want to know the name of your originating lender or the amount that you owe, please contact our customer service department.