

Notice of Error, Resolution for Information or Qualified Written Request

A **Notice of Error, Request for Information or Qualified Written Request** is a request for NASB 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 NASB:

- 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 or statement.
- Send your inquiry in writing to the following designated address:

NASB
Attn: Loan Servicing
12520 S 71 Hwy
Grandview, MO 64030

Customer Assistance

You may contact NASB to request information or to claim that there has been an error in the servicing of your loan. NASB 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 NASB for other assistance, our Customer Service Representatives are available to assist you by phone at 1-800-677-6272 opt 5, opt 2.

Monday – Friday: 8 AM to 5 PM CST

12520 S. 71 Highway
Grandview, MO 64030
816.765.2200 main
816.316.4508 fax
800.677.6272 toll free