



Mortgage Loan Error Resolution & Information Request

If you believe there is an error in the servicing of your mortgage loan with Gateway Mortgage Corporation (GMC) or if you wish to request specific information regarding your loan at GMC (other than a payoff balance), you must send a written notice to our service office:

Gateway Mortgage Corporation
Attn.: Servicing Dept.
6501 Green Bay Road
Kenosha, WI 53142

In your written notice, please give us the following information:

1. Your name, mailing address and GMC account number
2. The address of the property secured by GMC's mortgage loan
3. Describe the error and explain, if you can, why you believe there is an error. If you are requesting additional information, please describe the information you want
4. Current contact information so we may follow up with you

Please make your written notice separate from any payments you send into us. You can call us at 262-657-7733 but written notice is required for documentation purposes.

When we receive a written notice of error or information request, we will send a written acknowledgment of the request within 5 business days.

Written information requests will be handled within 15 business days after receipt.

For written notices of error, not later than 30 business days after receipt, we will:

- Correct any error and provide you with written notice of the correction, or
- Conduct a reasonable investigation and provide you with written notice that no error occurred. If additional time is needed to investigate your complaint, we may take up to 45 business days but we will notify you of the extension within the original 30 business days. You may ask for copies of the documents used in the investigation.

Notices of payoff statement errors will be handled within 5 business days.

Business days do not include legal Holidays, Saturdays or Sundays