

February 15, 2008

The Honorable Robert P. Casey, Jr.
383 Senate Russell Office Building
Washington, DC 20510

Dear Senator Casey:

We continue to be concerned about the families defrauded by Wesley Snyder, and wanted you to be aware of the additional actions we are taking to provide them with relief.

These customers will now be given the opportunity to pay 75 percent of their monthly mortgage payment through May 31, 2008. As long as the customers make this payment, we will place a hold on referring the loans to foreclosure. We are preventing delinquency information from being sent to the credit bureaus, to ensure that the customers' credit standings are not adversely impacted. We have also halted all late payment charges.

Recognizing that a special level of high quality service is necessary to ensure these customers can easily get help, we are moving the full list of customers impacted to a specially trained group of experts. Each customer will be provided with the name of a designated representative who will work with them individually – throughout the whole process – to assess the person's current financial situation, design a plan to help them cure outstanding delinquencies, and pursue an appropriate long-term solution to their mortgage challenges.

Within the next couple of weeks, each of these customers will receive a letter explaining the status of their loan, the options they can pursue to cure existing delinquencies, and the name and phone number of their designated representative. Outbound calls will then be made to the customers ensuring any additional questions can be addressed.

We would appreciate your help in encouraging your constituents to call us, as contact remains our single biggest obstacle to helping customers in financial distress.

If you have any questions about this information or any of our practices related to this issue, please don't hesitate to call. We continue to be committed to doing what is right for our customers and sustaining our long-term practice of responsible lending and servicing.

Sincerely,



Cara K. Heiden
Co-President