



MORTGAGE LOAN ERROR RESOLUTION & INFORMATION REQUEST

If you believe there is an error in the servicing of your mortgage loan or if you wish to request specific information regarding your mortgage loan (other than a payoff balance), you must send a written notice to one of our full service offices:

Blackhawk Bank

Attn: Mortgage Servicing Department

Downtown Beloit

PO Box 923
Beloit, WI 53512

Beloit East

2200 Cranston Road
Beloit, WI 53511

Roscoe

5206 Elevator Road
Roscoe, IL 61073

Machesney Park

9609 Forest Hills Rd.
Machesney Park, IL 61115

Perryville

2475 N. Perryville
Rockford, IL 61107

11th Street

3101 11th Street
Rockford, IL 61109

Belvidere

2141 N. State Street
Belvidere, IL 61008

In your written notice, you must provide to us the following information:

1. Your name, address, mortgage loan account number;
2. The address of the property securing your mortgage loan;
3. A statement of the specific reason(s) why you believe there was an error in the servicing of your mortgage loan or the specific information you are requesting about your mortgage loan; and
4. Current contact information so we may follow up with you.

Written notice on a payment coupon that you return to us with your mortgage loan payment is insufficient for this purpose.

When we receive a written notice of error or information request, we will send you a written response acknowledging receipt within 5 business days.

Written information requests will be handled within 30 business days of receipt.

For written notices of error, no later than 30 business days after receipt, we will:

- Correct the error and provide you with written notice of the correction; or
- We will 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 that we used in our investigation.

Notices of error on payoff statements will be handled within 7 business days.

Please Note: Business Days do not include legal Holidays, Saturdays and Sundays