

## **Consumer Notice of Error Resolution & Information Request Procedures**

The following outlines the Error Resolution and Information Request Procedures for your consumer mortgage account at Guaranty Bank. Please keep this document for your records.

If you think an error has occurred on your mortgage account or if you need specific information about the servicing of your loan, you must write us at:

### **Guaranty Bank**

Attn: Loan Administration  
2144 E Republic Rd, Suite F200  
Springfield, MO 65804

All written request for information or notices of error should contain the following information:

1. Your Name
2. Account Number
3. Property Address
4. Description of the error and explanation as to why you believe it is an error OR a request for specific information regarding the servicing of your loan
5. Current contact information so we may follow up with you

**Please keep this document for your records.**