

Escalated Cases

If your case meets one of the following criteria, please print and complete this form, filling out all of the information requested below, and fax it to us at **(720) 494-2721 ATTN: Escalated Cases**. Upon submission, please call us at (720) 494-2740 or toll free at 866-588-1100 to confirm receipt of the fax. We will respond to you within three (3) business days following receipt.

Escalated Criteria:

- Allegations that Centennial Lending did not evaluate you for foreclosure prevention alternatives according to the Fannie Mae *Servicing Guide* or that you were inappropriately denied a foreclosure prevention alternative;
- Allegations of fraudulent servicing practice;
- Inappropriate initiation or failure to suspend foreclosure actions in violation of Fannie Mae's *Servicing Guide*;
- If you are contemplating litigation; or
- Allegations of violation of Fannie Mae policy time frames for borrower outreach, evaluation, or the time permitted for borrower response.

INDIVIDUAL INFORMATION (Type or Print)		OTHER PARTY INFORMATION (Type or Print)	
Name		Name	
Phone	Email Address	Phone	Email Address
Property Address			
City, State, Zip			
Nature of your issue:			

Signature

Date

Print Name

Signature

Date

Print Name