PRIVACY STATEMENT

At Fay Servicing, LLC, we recognize the sensitive nature of your personal financial information, and we take appropriate precautions to protect your privacy. When you entrust us with this information, you can be certain it will be used only within our strict guidelines.

Fay Servicing, along with other financial institutions who do business in the United States, is required to provide our customers with a document illustrating the types of customer information we collect and the circumstances under which we may share it. This brochure describes those practices Fay Servicing and its affiliates.

We hope you will read through all the details of Fay Servicing’s official position on privacy. Importantly, we want you to understand that Fay Servicing uses information responsibly and to do the following:

- Provide you with the services you have requested
- Offer you other financial products and services
- Make doing business with Fay Servicing more convenient for you

In no case do we provide account or personal information to non-affiliates of Fay Servicing for the purpose of independent telemarketing or direct mail marketing of any non-financial products or services. Only in extremely limited circumstances, outlined below, do we share your information with other financial services firms for marketing purposes.

This policy statement takes the place of any previous privacy policies issued by Fay Servicing. If, in addition to federal law, you are protected by specific state or local regulations, Fay Servicing will fully comply with those regulations as well.

The kinds of information we collect.
When we receive servicing rights on your loan: We will be provided with information about your financial status, such as employment, income, monthly expenses and assets, as well as identifying information such as your address, telephone number and Social Security number.

In most cases, we will receive this information from your previous servicer or from contact with you. If we need to know about your credit and payment history, we also obtain information from consumer reporting agencies and other creditors.

Once you become a customer: We maintain information about your transactions about account balances, securities holdings, and repayment history.

Because it is important to know what types of services may be most valuable to you, we obtain statistics and demographic information about current and prospective customers from marketing information firms.

How we use this information.
The information we collect is used to help us deliver the services you have requested, easily and efficiently. It may also permit us to design and offer specific products and services that we believe will be useful to you and other customers.

We are a debt collector, and information you provide to us may be used to collect a debt. However, if you have filed for bankruptcy, we will fully respect any applicable automatic stay, modification or discharge. Further, if you filed Chapter 7 bankruptcy, received a discharge, and this loan was not reaffirmed in the bankruptcy case, we will exercise only in rem rights as allowed under applicable law and will not attempt to collect, recover or offset the discharged debt as your personal liability.
Who has access to this information?

Within Fay Servicing:
Fay Servicing employees are permitted access to the information they need to perform their jobs on your behalf. We maintain strict internal policies against unauthorized disclosure or use of customer information by employees.

Companies that you ask us to share with:
From time to time, we will make available the services of other financial firms, such as homeowner’s insurance coverage for Fay Servicing mortgage applicants. In these cases, Fay Servicing will request your permission before sharing any information with the outside firm.

Fay Servicing may request your written, online or verbal permission to share your information. If you grant us permission to share your information, your consent will apply only to the program or programs you specify. If you have previously requested that we block the sharing of your information, that request will remain in place for all other situations.

Outside service providers:
We have arrangements with companies whose experience is essential for our own services to operate properly. For example, we work with firms that execute securities transactions, enable online banking, and make account statements possible for Fay Servicing customers. We also have arrangements with companies that assist us in marketing our own products and services. For example, these firms may perform direct mail fulfillment or conduct surveys on our web site. These companies perform their functions at Fay Servicing’s direction, and we only share customer information that is necessary to allow them to perform these functions. As with all our business partners, these companies are required to safeguard your information, use it only for authorized purposes, and stay within the guidelines we establish for the protection of your information.

Consumer reporting agencies:
In compliance with standard mortgage banking industry practice, and state and federal law, Fay Servicing routinely provides data about customer loan repayment and transactions to consumer reporting agencies and other creditors.

Courts and government bodies:
Certain federal and state laws may require us to share information about you. For example, if you are involved in a legal matter with a third party, we may be ordered to provide information to a court or other party. In these circumstances, only the specific information required by law, subpoena, or court order will be shared.

Former customers:
We may share information about former customers with Fay Servicing affiliates, marketing partners and other third parties as described above. However, former customers can also elect not to have their information shared, even if their relationship with us ends.

E lecting not to have your information shared.
You have the choice to limit the sharing of your information, but please consider this: By making customer information available across Fay Servicing’s affiliates, we are able to provide better service and offer financial solutions we believe you will find of value. Some of our products and services may not be available if you do not allow us to share your information.

We are a debt collector, and information you provide to us may be used to collect a debt. However, if you have filed for bankruptcy, we will fully respect any applicable automatic stay, modification or discharge. Further, If you filed Chapter 7 bankruptcy, received a discharge, and this loan was not reaffirmed in the bankruptcy case, we will exercise only in rem rights as allowed under applicable law and will not attempt to collect, recover or offset the discharged debt as your personal liability.
If you prefer, you may direct us not to share personal information about you that is not publicly available. This is commonly known as “opting-out” of information sharing. You can “opt-out” by writing to us at:

Fay Servicing Privacy Preferences  
PO Box 220720  
Chicago, IL 60622

We make every effort to process an “opt-out” request within 30 days of receipt.

Even if you elect not to have information shared, the Fair Credit Reporting Act and other laws allow us to share specific details about your transactions and experience with us. This may include information about your account balances or payment history. The use of this information is limited by federal law to specific permissible purposes, such as applications for credit, insurance or employment.

**How we protect your privacy online.**

Your privacy is as important to us in the online world as it is everywhere else within Fay Servicing. While this policy governs Fay Servicing’s corporate data sharing activities, there may be cases where we need to treat your information differently than described here while doing business with you online. However, in these cases, we will provide you with a clear, plain-language disclosure policy and obtain your authorization before proceeding. The authorization may come in the form of “clicking” on a disclosure acknowledgment, replying to an e-mail, or enrolling in specialized online services.

As technology continues to advance, Fay Servicing will continue to provide safeguards to keep your personal financial information confidential and secure. We are committed to protecting your privacy, whether you do business with us on the Internet, in person, or via telephone or through the mail.

**Other information you may find helpful.**

*Direct Marketing Preference Services:*

If you wish to limit direct mail and telemarketing offers from companies other than Fay Servicing, you may contact the Direct Marketing Association Mail Preference and Telephone Preference Services as follows:

- **Mail Preference Service**  
  The Direct Marketing Association  
  P.O. Box 9008  
  Farmingdale, NY 11735-9008

- **Telephone Preference Service**  
  The Direct Marketing Association  
  P.O. Box 9014  
  Farmingdale, NY 11735-9014

When contacting the preference services, please be sure to include your name, complete home address, signature, and for the telephone service, complete home phone number, including the area code.

*Credit Bureau Opt-Outs:*

If you wish to limit the number of pre-approved credit solicitations that you receive you may contact the National Opt-Out Center to have your name removed for two years from all of the major credit bureaus’ mailing lists.

Call the National Opt-Out Center toll-free at 1-888-5OPTOUT (567-8688).

*Government Information on Privacy:*

For other valuable consumer information, including information on protecting yourself from identity theft, visit [http://www.consumer.gov/](http://www.consumer.gov/), a web site sponsored by the U.S. Government.

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Where to find out more:
If you have questions, concerns, or comments about our privacy practices or the way your information is maintained and used, we’d like to hear from you. You can contact us every weekday by calling your Account Manager via the enclosed contact information.