

Exhibit C

From: SERG Borrower <cpm_inquiry_management@fanniemae.com>
To: "hamp.solutions@mrcooper.com" <hamp.solutions@mrcooper.com>
Cc: [REDACTED]

Subject: Second Attempt: RE: URGENT- Servicing Records Request - [REDACTED] [thread::MFTU9We6faGN4p6WPpV7bhI::]

Date: Wed, 23 Apr 2025 10:07:34 -0400

This Email Originated From Outside of the Organization

Do not click links or open attachments unless you recognize the sender and know the content is safe.

Report Suspicious

Good morning,

Can you please provide a status of this request?

Thank you,

Jeremy
Consumer and Servicer Resource Center (CSRC)
Case #: 02864485
Phone: 1-800-2FANNIE, [REDACTED]

----- Original Message -----

From: HAMP Solutions [hamp.solutions@mrcooper.com]

Sent: 4/17/2025, 5:44 PM

To: cpm_inquiry_management@fanniemae.com

Cc: [REDACTED]

Subject: RE: URGENT- Servicing Records Request - [REDACTED] [thread::MFTU9We6faGN4p6WPpV7bhI::]

Hello Good afternoon,

Thank you for contacting Mr. Cooper Customer Relations. Your request has been assigned to a team member for research and response.

For any escalations, please contact:

1. Marschell hall (Manager): [REDACTED].3011 - [REDACTED] 1135
2. Roddrey Gegory (Vice President): [REDACTED] 4963 - [REDACTED]
3. Casey Chennankara (Vice President): [REDACTED] 6601 - [REDACTED]
4. Brittne Goodman (Manager): [REDACTED] 5352 - [REDACTED]
5. Eric Lacy (Manager): [REDACTED] 6704 - [REDACTED]

Expected date of resolution is 04-23-2025.

Thank you,
 Mr. Cooper Customer Relations Team
HAMP.Solutions@mrcooper.com

----- Original Message -----

From: Tami <cpm_inquiry_management@fanniema.com>;
Received: Thu Apr 17 2025 11:50:05 GMT-0500 (Central Daylight Time)
To: HAMP Solutions <hamp.solutions@mrcooper.com>; CR Hamp Solutions <hamp.solutions@mrcooper.com>;
Subject: URGENT- Servicing Records Request - [REDACTED] [thread::MFTU9We6faGN4p6WPPv7bhI::]

Hello,

Fannie Mae is in receipt of a FHFA Criminal Referral involving the borrower for for ([REDACTED]) and seek your assistance. Please respond with the following information to quickly resolve this issue by 4/23/25.

Nature of Inquiry: Servicing records request

Information Needed to Resolve Case:

- Please provide all servicing and payment records associated with this loan since origination, including all comments and payment details
- Please provide any details about the home insurance coverage as well

Our goal is to connect you, the servicer, with the borrower to address their concerns.

Feel free to reach out to me if additional clarification is needed on this case.

Thank you,

Jeremy Denney
Consumer and Servicer Resource Center (CSRC)
Case #: 02864485
Phone: 1-800-2FANNIE, [REDACTED]



thread::MFTU9We6faGN4p6WppV7bhI::

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