

DATE: 1/09/24
 TIME: 14:58:01

Mr. Cooper
 COMMUNICATION HISTORY PROFILE

SRV869R
 PAGE: 13

Loan 0629737107 Inv # FSH Asum:N Stat:R Int% 5.750 Pmt 3,123.08 Due:12/01/23
 NICHOLAS MOSBY UPB 244,835.91 P&I 2,100.86 TYPE 03
 ■■■■■ BOLTON ST MSG #1: #2: #3: 6,943.59 #PMTS 00002
 BALTIMORE MD 21217 Phone (H) ■■■■■-2523 (W) CP: ZZZ_ZOMG

Cls	Code	Assgn/By	Entered	Time	Target	Amt/Pmt	Cleared	Amt/Pmt	
			unatuh party called in cannot spk with them						
CL	AMNM	ZZZ_ZOMG DV	4/18/16	8:58	4/19/16	.00	4/19/16	.00	
			ANSWERING MACHINE DETECTED - NO MESSAGE LEFT Y						
CL	EMIL	ZZZ_ZOMG DV	4/18/16	12:01	4/19/16	.00	4/19/16	.00	
			EMAIL OUTBOUND ATTEMPT N						
CL	LFS2	MWILSON8 MWILSON8	4/19/16	18:06	4/19/16	.00	4/19/16	.00	
			Trial Plan - Suppress Late Fees (REMEDY ID: 3128834)						
CL	FINS	REMEDY REMEDY	4/21/16		4/21/16	.00	4/21/16	.00	
			FINANCIAL SOLICITATION OF BRRWR (BIletters ID: 0)						
CL	PRDM	ZZZ_ZOMG DV	4/19/16	19:02	4/20/16	.00	4/20/16	.00	
			PRE RECORDED DIALER MESSAGE N						
CL	SKPS	ZZZ_ZOMG DV	4/19/16	12:00	4/20/16	.00	4/20/16	.00	
			SKIP TRACING STARTED						
CL	SKPS	ZZZ_ZOMG DV	4/19/16	12:00	4/20/16	.00	4/20/16	.00	
			SKIP TRACING STARTED						
CL	EMIL	ZZZ_ZOMG DV	4/20/16	12:01	4/21/16	.00	4/21/16	.00	
			EMAIL OUTBOUND ATTEMPT N						
CL	PRDM	ZZZ_ZOMG DV	4/21/16	18:43	4/22/16	.00	4/22/16	.00	
			PRE RECORDED DIALER MESSAGE N						
CL	AMNM	ZZZ_ZOMG DV	4/22/16	8:53	4/23/16	.00	4/25/16	.00	
			ANSWERING MACHINE DETECTED - NO MESSAGE LEFT Y						
CL	EMIL	ZZZ_ZOMG DV	4/22/16	12:01	4/23/16	.00	4/25/16	.00	
			EMAIL OUTBOUND ATTEMPT N						
CL	TTOT	ZZZ_ZOMG KLUND	4/25/16	9:49	4/26/16	.00	4/27/16	.00	
			TALKED TO OTHER PARTY unauth spouse called*advsd need verbal auth on file or bwr can also submit via website*no acct info discussed						
CL	DEMO	ZZZ_ZOMG JKALISZE	4/25/16	9:54	0/00/00	.00	4/26/16	.00	
			DEMOGRAPHICS VERIFIED NICHOLAS J MOSBY - verified: Name, SSN, Address, City, State, Zip						
CL	MINI	ZZZ_ZOMG JKALISZE	4/25/16	9:54	0/00/00	.00	4/25/16	.00	
			MINI MIRANDA COMMUNICATED						
CL	QA	ZZZ_ZOMG JKALISZE	4/25/16	9:54	0/00/00	.00	4/25/16	.00	
			QA STATEMENT GIVEN						

DATE: 1/09/24
 TIME: 14:58:01

Mr. Cooper
 COMMUNICATION HISTORY PROFILE

SRV869R
 PAGE: 14

Loan 0629737107 Inv # FSH Asum:N Stat:R Int% 5.750 Pmt 3,123.08 Due:12/01/23
 NICHOLAS MOSBY UPB 244,835.91 P&I 2,100.86 TYPE 03
 ■■■■■ BOLTON ST MSG #1: #2: #3: 6,943.59 #PMTS 00002
 BALTIMORE MD 21217 Phone (H) ■■■■■-2523 (W) CP: ZZZ_ZOMG

Cls	Code	Assgn/By	Entered	Time	Target	Amt/Pmt	Cleared	Amt/Pmt
CL	MISC	ZZZ_ZOMG JKALISZE	4/25/16	9:54	0/00/00	.00	4/25/16	.00
MINI Provided, QA Provided								
CL	MISC	ZZZ_ZOMG JKALISZE	4/25/16	9:54	4/25/16	.00	4/25/16	.00
Reinstatement Amt						7,377.99		
CL	RICM	ZZZ_ZOMG JKALISZE	4/25/16	9:54	4/25/16	.00	4/25/16	.00
REINSTATEMENT FIGURES COMPLETE & UPLOADED								
Reinstatement Amt						7,377.99		
CL	AUTH	ZZZ_ZOMG JKALISZE	4/25/16	9:54	4/25/16	.00	4/25/16	.00
AUTHORIZATION FOR 3RD PARTY								
Marylynn Mosby								
(Mary)								
Married auth on account..								
valid life of loan								
CL	MISC	ZZZ_ZOMG JKALISZE	4/25/16	9:55	0/00/00	.00	4/25/16	.00
Borrower does not have HOA								
CL	KYOC	ZZZ_ZOMG JKALISZE	4/25/16	9:56	4/25/16	.00	4/25/16	.00
KNOW YOUR OPTIONS SITE COUNSELED								
CL	RFD	ZZZ_ZOMG JKALISZE	4/25/16	9:55	4/25/16	.00	4/25/16	.00
RFD: Other -- borr sttd no reason thought account								
CL	TTMR	ZZZ_ZOMG JKALISZE	4/25/16	9:56	4/28/16	.00	4/25/16	.00
TALKED TO CUSTOMER Occupied; Provided TAD, LPR, NPD, and Fees; added auth 3par to discuss acocunt								
CL	EMIL	ZZZ_ZOMG DV	4/25/16	12:01	4/26/16	.00	4/26/16	.00
EMAIL OUTBOUND ATTEMPT							N	
CL	QA	ZZZ_ZOMG YMEJIALOPEQA	4/29/16	11:16	0/00/00	.00	4/29/16	.00
STATEMENT GIVEN								
CL	DEMO	ZZZ_ZOMG YMEJIALOPEDEMO	4/29/16	11:16	0/00/00	.00	0/00/00	.00
GRAPHICS VERIFIED								
NICHOLAS J MOSBY - verified: Name								
CL	MISC	ZZZ_ZOMG YMEJIALOPECPOP	4/29/16	11:16	4/29/16	.00	4/29/16	.00
ON FILE								

DATE: 1/09/24
 TIME: 14:58:01

Mr. Cooper
 COMMUNICATION HISTORY PROFILE

SRV869R
 PAGE: 15

Loan 0629737107 Inv # FSH Asum:N Stat:R Int% 5.750 Pmt 3,123.08 Due:12/01/23
 NICHOLAS MOSBY UPB 244,835.91 P&I 2,100.86 TYPE 03
 ■■■■■ BOLTON ST MSG #1: #2: #3: 6,943.59 #PMTS 00002
 BALTIMORE MD 21217 Phone (H) ■■■■■-2523 (W) CP: ZZZ_ZOMG

Cls	Code	Assgn/By	Entered	Time	Target	Amt/Pmt	Cleared	Amt/Pmt
CL	CSCL	ZZZ_ZOMG	4/29/16	11:18	0/00/00	.00	4/29/16	.00
		YMEJIALOPEDELINQUENT LOAN CALL						
CL	MISC	ZZZ_ZOMG	4/29/16	11:19	4/29/16	.00	4/29/16	.00
		YMEJIALOPEADVISED OF FULL RI IAO-7,377.99						
CL	PTPY	ZZZ_ZOMG	4/29/16	11:20	4/30/16	.00	5/13/16	9,317.16
		YMEJIALOPEPROMISES TO PAY						
		Payment: \$7377.99; Fee: \$19.00						
		Your Confirmation #:39992705						
		DATE: 04/29						
		VIA WUSP: AUTH-NICHOLAS MOSBY						
CL	MISC	ZZZ_ZOMG	4/29/16	11:21	4/29/16	.00	4/29/16	.00
		YMEJIALOPERECAP						
CL	KYOC	ZZZ_ZOMG	4/29/16	11:21	4/29/16	.00	4/29/16	.00
		YMEJIALOPEKNOW YOUR OPTIONS SITE COUNSELED						
CL	MISC	ZZZ_ZOMG	4/29/16	11:21	4/29/16	.00	4/29/16	.00
		YMEJIALOPECALL END CLSOING						
CL	TTMR	ZZZ_ZOMG	4/29/16	11:22	5/02/16	.00	4/29/16	.00
		YMEJIALOPE TALKED TO CUSTOMER						
		We discussed Reinstatement;Occupied;ATP Marylynn Mosby						
		CLIN-TO MAKE PMT TO RI ACCOUNT: TOOK PMT VIA WUSP: ADVISED						
		OF NEXT PMT MRS U.S NO OTHER ?						
CL	KYOC	ZZZ_ZOMG	4/29/16	11:22	0/00/00	.00	4/29/16	.00
		YMEJIALOPEKNOW YOUR OPTIONS SITE COUNSELED						
CL	RICM	ZZZ_ZOMG	4/29/16	11:22	4/29/16	.00	4/29/16	.00
		YMEJIALOPE REINSTATEMENT FIGURES COMPLETE & UPLOADED						
		FULL RI IAO-7,377.99 FROM DOOR 103						
CL	LMRI	ZZZ_ZOMG	4/29/16	11:22	4/29/16	.00	0/00/00	.00
		YMEJIALOPE LOSS MIT REINSTATEMENT SUBMITTED TO MANAGER						
CL	MISC	ZZZ_ZOMG	4/29/16	16:42	4/29/16	.00	4/29/16	.00
		YMEJIALOPE RI COMP						
CL	AMNM	ZZZ_ZOMG	4/29/16	11:04	4/30/16	.00	4/30/16	.00
		DV ANSWERING MACHINE DETECTED - NO MESSAGE LEFT Y						
CL	EMIL	ZZZ_ZOMG	4/29/16	12:01	4/30/16	.00	4/30/16	.00
		DV EMAIL OUTBOUND ATTEMPT N						
CL	LMRA	ZZZ_ZOMG	5/02/16	14:58	5/02/16	.00	0/00/00	.00
		SSTANKO						