



Consumer Notice of Error Resolution & Information Request Procedures

The following outlines the Error Resolution and Information Request Procedures for your consumer mortgage account at Southern Bank and Affiliated Mortgage Services (AMS).

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:

Southern Bank / AMS
Attn: error/Info request
P.O. Box 428
Rocky Mount, NC 27802-0428

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.