

Message Detail

Originator: ROBERT EDWARD WHITESIDE
Loan Number: 0076822527 [printer-friendly version](#)
Date Sent: 01-19-2016 09:39:36 [return to previous version](#)
Subject: Is ACH Active [print document](#)
Original: Pls advise if my ACH has been activated. When our loan was transferred to you fromFlagship 12/1/15 I was advised by your company you offered by weekly, now I have been told you do not. So question is do you or do you not offer bi weekly. Finally what if I want to make additional payments on principal - do I have to log in each time or can it be automatically done?

All times in Eastern Standard Time

Originator	Message
ROBERT EDWARD WHITESIDE 01-29-2016 02:17:26	3-6 pm is best

Dear Borrower,

Thank you for your recent email inquiry regarding your loan.

We apologize that we have been unable to respond to your inquiry within our standard processing time of 24 business hours. We regret any inconvenience this delay may have caused.

Please confirm which time is the most convenient to contact you:

9:00am-12:00pm
12:00pm-3:00pm
3:00pm- 6:00pm

CSR
01-28-2016 13:52:11

All times are Eastern Standard Times

If you do not reply to this email, we will assume your issue has been resolved.

If you have any further questions or concerns, do not hesitate to contact our Customer Service Department by logging in to your loan account and sending us an email through the "Message Center" link.

Sincerely,

Nancy Miller
Email Support Representative

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ROBERT EDWARD
WHITESIDE
01-19-2016 09:39:36

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