

Message Detail

Originator: ROBERT EDWARD WHITESIDE

Loan Number: 0076822527

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Date Sent: 12-31-2015 16:30:50

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Subject: Bi-Weekly

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Original: I noticed that my request mailed to you about 2 weeks ago to initiate ACH and be put on bi weekly has not taken effect. Pls advise the status. I just made an authorized payment for 1/1/2016

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Originator	Message
CSR 01-12-2016 16:56:27	<p>Dear Borrower,</p> <p>We are unable to accommodate your request to adjust the repayment schedule of your loan to our budget drafting program.</p> <p>However, we do offer our automatic monthly payment program where you can set up for your payments to be drafted automatically from your bank account once a month. Please be advised you may enroll in our automatic drafting program on our website by following the steps below:</p> <ol style="list-style-type: none">1. Log in to your online account.2. Select the 'Loan Servicing Center' from the Menu tree.3. Select "Enroll in Automatic Payment" for first-time setup.4. Complete and select drafting options.5. Confirm and authorize enrollment for Automatic Drafting. <p>If you have any further questions, please log in to your account and send us an email through the "Message Center" link.</p> <p>Thank you for providing us with the opportunity to assist you.</p> <p>Sincerely,</p> <p>Ashley Email Support Representative</p>
ROBERT EDWARD WHITESIDE 12-31-2015 16:30:50	<p>I noticed that my request mailed to you about 2 weeks ago to initiate ACH and be put on bi weekly has not taken effect. Pls advise the status. I just made an authorized payment for 1/1/2016</p>

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