



## FORECLOSURE PREVENTION ESCALATION

### Submitting Your Request for Review

Requests for a review of the foreclosure prevention process can be submitted to the Bank by calling our toll free number, by e-mail, or by U.S. mail. Please include your loan number and last name when you submit your inquiry.

Toll free number: 1-855-211-7781  
(8am-5pm EST)

E-mail: [HAssistance@BostonPrivate.com](mailto:HAssistance@BostonPrivate.com)

Mailing address: Boston Private Bank & Trust Company  
Attn: Collections  
10 Post Office Square Boston MA 02109

### Review Process

The Foreclosure Prevention Case Escalation Unit will receive your request for review of the foreclosure prevention process and will acknowledge your request in writing within 3 business days and provide a resolution date within 15 calendar days from the date of receipt of your request.

After research is completed, you will receive a response in writing. In the rare case that more time may be needed, we will notify you of a new resolution date not to exceed 30 calendar days from the original date of receipt of your request.

**\*\*Status updates on ongoing foreclosure prevention options should not be sent to this unit; however, if you have any questions regarding the status of your loss mitigation review, please contact our Collections Department at 1-855-211-7781.\*\***

