Kenny and Becky Hawkins
1331 Locust Drive NE
Arab, AL 35016

January 28, 2010

BMC Group, Inc
Taylor, Bean & Whitaker Mortgage Corp Claims Processing
P.O. Box 3020
Chanhassen, MN 55317-3020

RE: Escrow Refund Check
TBW Loan # 1908963
1331 Locust Drive NE
Arab, AL 35016

Dear Sir or Madam:

I am writing this letter to seek your assistance. My husband and I re-financed our home mortgage and received an escrow refund check from TBW. The check bounced causing us financial distress. We need our money, please! I wrote TBW a letter on September 24, 2009 requesting a valid replacement check. They responded by simply saying they would respond with a written reply in 60 days. To date, I have not received any responses from them. I called yesterday and was told that they had originally intended to respond, but now they do not have enough employees to do so.

I have also been told that the money is available as soon as the Judge releases it. How long is that going to take??? Please, please help us!

The check was $1,257.70.

If you need additional information, please contact me at (256) 640-6789, or by e-mail at bhawkins@arabcity.org.

Thank you for any assistance you can provide.

Sincerely,

Rebecca Hawkins

Rebecca Hawkins

CLAIM FILED
JACKSONVILLE, FLORIDA
FEB 01 2010
CLERK, U. S. BANKRUPTCY COURT
MIDDLE DISTRICT OF FLORIDA

T, B & W Mortgage Corp.
00830

Taylor, Bean & Whitaker
Mortgage Corp.
1417 North Magnolia Ave
Ocala, Florida 34475
Bus. 888-225-2164
Fax 888-329-9270
Web: www.taylorbean.com

September 29, 2009

James K Hawkins & Rebecca Hawkins
1331 Locust Dr. Ne
Arab, AL 35016

Re: Research Inquiry
Loan Number: 1908963
Property Address: 1331 Locust Dr. NE

Dear James K Hawkins & Rebecca Hawkins:

We have received your recent written correspondence regarding the above referenced loan. Please note all requests are reviewed and researched individually and a written response will be sent to you within sixty (60) days of the date of this letter.

If you have any questions or if we may be of any other service, please visit us on the web at www.taylorbean.com or contact our Customer Relations Department at 1-888-225-2164.

Sincerely,

Customer Relations
Taylor, Bean & Whitaker Mortgage Corp.

Called 11/15/09 -
No idea when our check
w/ be issued.
Called 1/22/10
No idea when check will be
issued

CSRIrrlv2.2

063107513 09/09/2009
057006813007237
042000314 09/09/2009
007979158333
071000301 09/10/2009
6514409777

888810000 09/14/2009
031423

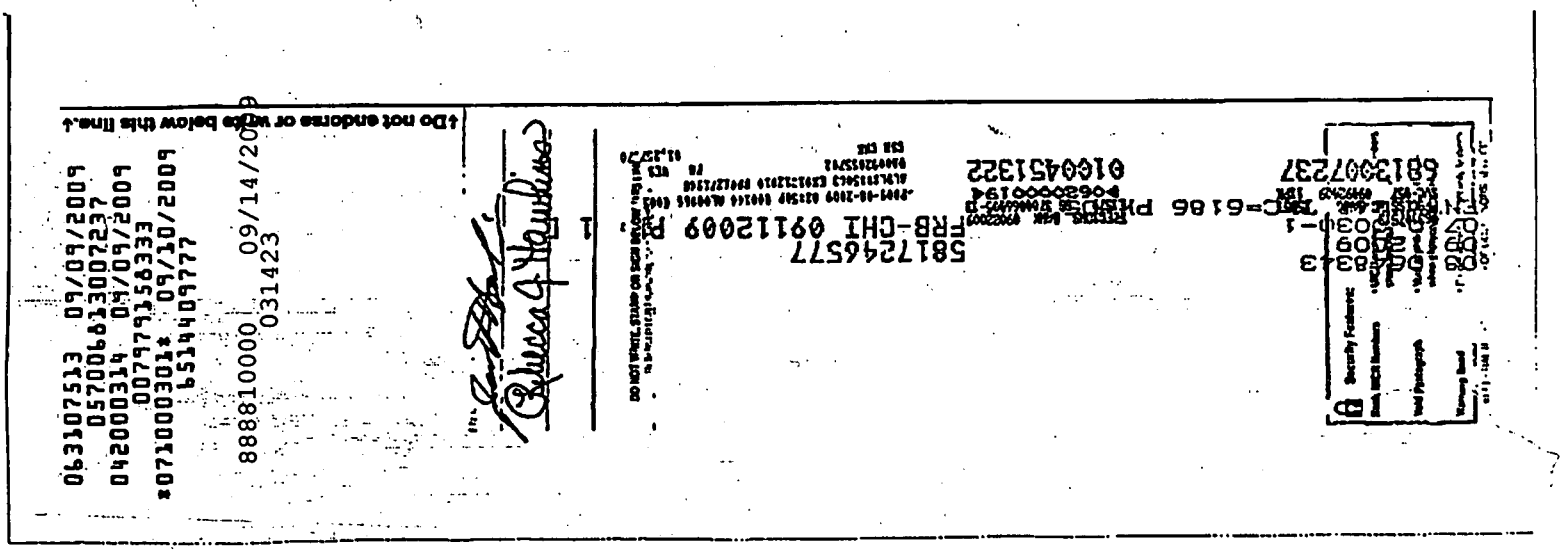
Do not endorse or write below this line.

Rebecca G Hawkins

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE

5817246577
FRB-CHI 09112009 P1

TRC=6186 PHENIX
0100451322
6813007237



888810000
09/14/2009
031423

This is a LEGAL COPY of your check. You can use it the same way you would use the original check.

RETURN REASON-X
REFER TO IMAGE

[0631075133 09/09/2009
057006813007237

TAYLOR, BEAN & WHITAKER
Mortgage Corporation
315 NE 14th Street
Ocala, Florida 34470
Escrow Disbursement Clearing Account

Platinum Community Bank
70-7449-719

NO. 307261
CHECK NO. 307261

One Thousand Two Hundred Fifty Seven and 70/100

DATE May 12, 2009

PAY TO THE ORDER OF:
JAMES K HAWKINS & REBECCA HAWKINS
1331 LOCUST DR. NE
ARAB AL 35016

RETURN REASON-X
REFER TO IMAGE

Laura Angels

⑈307261⑈ ⑆071974453⑆ 0000904015⑈ ⑈0000125770⑈

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GPR2