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To all of our customers,

As the situation surrounding COVID-19 continues to evolve, we wanted to reach out and assure you that our servicing team is here to work with you. If you've been impacted by COVID-19, and are experiencing income loss or financial hardship, we have Loss Mitigation agents available to answer any of your questions, and let you know what account assistance may be available to you.

Please contact us on our toll free number 1-800-650-7162, between 8am-5pm EST, Monday – Friday.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [CDC.gov](https://www.cdc.gov).

Stay safe, and be sure to follow CDC, State and Local recommendations to keep yourself and your family as safe as possible during this crisis.

Best Regards,

Franklin Credit Management Corporation