



Customer Contact Information

Loan Number: \_\_\_\_\_

Borrower Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Co-Borrower Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Please submit the following information to request rate benefits and/or other potential benefits and protections under the provisions of the Servicemember’s Civil Relief Act (SCRA).

1. Written request for military assistance.
2. A complete copy of your military orders or a letter from your Commanding Officer. If you are providing a letter in lieu of your orders, the letter must contain the following:
  - a. Your Commanding Officer’s telephone number
  - b. A statement affirming the “letter’s intent is to be relied upon by the Servicemember’s creditors”
  - c. Servicemember’s full first name, middle initial and last name
  - d. Servicemember’s Social Security Number
  - e. Servicemember’s date of birth
  - f. Servicemember’s home address
  - g. Date of military orders marking the beginning of the period of active military service and the date when the active military service will end
3. Any correspondence or mailing address changes, including any power of attorney while you are on active military duty.

Please send this form and the above items to:

Flat Branch Mortgage, Inc.  
PO Box 843084  
Kansas City, MO 64184-3084

Upon receipt and review of the required documentation, Flat Branch will advise you in writing whether you qualify for interest rate benefits and other protections under SCRA. If applicable, the letter will include your new payment amount.

**Questions can be directed to Customer Service by calling 877-350-0350 Monday-Friday 8:00am- 5:00 pm CST. You can also send an email to [servicing@fbhl.com](mailto:servicing@fbhl.com)**

