



**Corporate Trust Services**  
Legal Notice Processing Group  
MAC N2702-011  
9062 Old Annapolis Road  
Columbia, MD 21045  
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866-670-8601 FAX  
ctslitmanagement@wellsfargo.com  
Wells Fargo Bank, NA

Friday, July 03, 2015

Better Business Bureau  
Abbie Eichman  
Dispute Resolution Specialist  
desmoines.aia@bureau.man.com  
Des Moines, IA 00000

RE: BBB Complaint 32092990, 6477 Buena Ventura Ave, Oakland, CA 94605

Dear Sir or Madam:

In response to the BBB Complaint filed by Opal Adisa, Wells Fargo Bank, N.A. is indeed the trustee to the mortgage-backed security that holds an assignment to the above-referenced mortgage loan. As trustee we have a very limited role and do not have discretionary authority to monitor or direct the Servicer in the servicing of the loan. Wells Fargo Bank, N.A. as trustee is governed by a Pooling and Servicing Agreement that is specific to the duties and responsibilities of the Trustee and the Servicer and we are contractually prevented from intervening.

As such, I have escalated the complaint to Chase Home Finance to respond to the claims presented by Ms. Adisa.

Sincerely,

/s/ Stephanie Hall  
Stephanie Hall  
Research/Remediation Analyst

cc: file  
ID# 1485575345

Together we'll go far

