

Information to have ready and to write down when
calling the Loss Mitigation Department of your
Lender

Mortgage Company Name: _____
Account Number: _____
Principal Balance: _____
Interest Rate: _____
Phone Number: _____
Loss Mitigation Officer (LMO)
you are speaking with: _____
Direct Extension of LMO: _____
Direct fax Number: _____
Direct E-Mail Address: _____

Phone Conversation Log:

Date: _____
Time: _____
Spoke with: _____
Issues discussed: _____

Date: _____
Time: _____
Spoke with: _____
Issues discussed: _____

