Advantis credit union
P.O. Box 14220
Portland, OR 97293-0220
503 785-2528 ▪ 800 547-5532
Fax: 503-785-2528
www.advantiscu.org

Mortgage or Home Equity Loan – Error Notice or Request for Information

MEMBER INFORMATION

MEMBER NAME | MEMBER NUMBER | LOAN NUMBER

PROPERTY ADDRESS (IF APPLICABLE)

CONTACT PHONE NUMBER | CONTACT EMAIL

FORM PURPOSE

Please select one option.

☐ Information Request ☐ Notice of Error Occurred

ERROR OR REQUEST INFORMATION

Attach a separate page if you need more room.

Date or date range in question or inquiring about: _____

Describe the issue or the question you have and/or what action you believe the lender should take:

Describe any conversations with Advantis staff regarding the issue and to whom you spoke:

Describe any previous steps you have taken or attempts to resolve the issue:

Do you have copies of any related written materials to attach? ☐ Yes ☐ No

If yes, please list the items here:

_____

_____

_____ _____
Signature Date

NOTE: This letter SHOULD NOT be included with your mortgage payment. Please send it separately to Advantis Credit Union ATTN: Error Resolution Department PO BOX 14220, Portland, OR 97293. You SHOULD continue to make the required mortgage and escrow payment until the request has been resolved.