

Below is my cancellation request for case 1108118.

Reason for Cancellation: Customer was presented with offer on 3/4/2026. Customer was spoke with on 3/6/2026 to discuss offer. Customer rejected offer an any empowerment actions taken the customer stated they would not suffice as they wanted their full payments from the lien they were paying reimbursed not just their interest and they would seek legal counsel. TL advised to reach out to customer to advise “ We give the customer credit for the interest paid in the state of CA. The payments and down payment reflect in the balance of their existing loan. The customer originally financed \$137,948.61 and now the loan payoff amount is currently \$110,910.74. “ and that we would reformat the offer to reflect that more clearly. Case was resubmitted QA for approval to show this and new offer format was emailed to customer and they were called on 3/20/2026 about the reprocessing no answer LVM. 3/23/2023 customer was called to discuss that updated offer was submitted and a new deadline was provided on 3/26/2026 no answer LVM sent follow up email. There has also been no word from the customers legal counsel.