



December 23, [REDACTED]

Kurt [REDACTED]

Re: 00518120077614

Dear Mr. [REDACTED]

I am writing in response to your recent correspondence concerning the above referenced account.

Initially please allow me to apologize for the inconvenience this matter has caused Mr. [REDACTED]. At Chase Automotive Finance, we place enormous emphasis on our ability to provide our customers with the highest level of service possible.

I have reviewed the copy of the check you sent and have determined that the check was applied to another Chase Auto Finance account which we believe is [REDACTED]

Please review the payment histories that are enclosed. If after reviewing your history you feel a payment was not applied to your account, please forward a copy of the cancelled check, front and back, to the attention of Account Research Service at the address above, so we may properly credit your account.

If you should have further questions or concerns please contact me at 81 [REDACTED]

Sincerely, [REDACTED]

Erin [REDACTED]

Loan Servicing Specialist