



State of New Hampshire

Banking Department

53 Regional Drive, Suite 200
Concord, New Hampshire 03301

Telephone: (603) 271-3561
FAX: (603) 271-1090 or (603) 271-0750

PETER C. HILDRETH
BANK COMMISSIONER

ROBERT A. FLEURY
DEPUTY BANK COMMISSIONER

December 28, 2009

[REDACTED]

RE: Complaint – Financial Resources National, Inc.
n/k/a Financial Resources Mortgage, Inc.

Dear [REDACTED] and [REDACTED]

The New Hampshire Banking Department is in receipt of your consumer complaint against the above named company.

Per our telephone conversation, the Department has determined that it has no jurisdiction over this matter because the loan is a construction loan. Therefore, the Department has no jurisdiction to provide the remedy you seek in your consumer complaint. The complaint is being referred to Mr. Richard Tracy at the New Hampshire Attorney General's Office.

Thank you for bringing this matter to our attention.

Sincerely,

[REDACTED SIGNATURE]

Maryam Torben Desfosses
Hearings Examiner
Consumer Credit Division

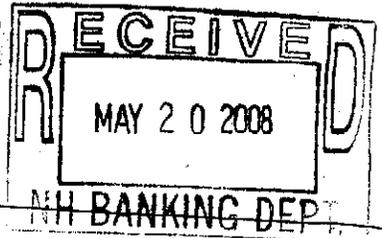
MTD/mjk
Enclosure

cc: Richard Tracy, NH Attorney General's Office (603) 271-3671

Exhibit to:

Appendix A Page A-5
Paragraph 5

New Hampshire Banking Department
CONSUMER COMPLAINT FORM



Instructions: Please print or type. If you are unable to resolve a complaint directly with your financial institution, you may request assistance from the New Hampshire Banking Department. Please complete this form and mail it to the New Hampshire Banking Department, 64B Old Suncook Road, Concord NH 03301. You may also fax your complaint to the agency at (603) 271-1090. Please ensure that you SIGN this form.

SECTION I - CONSUMER INFORMATION

NAME (Last, First, MI)

[REDACTED]

DAYTIME TELEPHONE NUMBER

[REDACTED]

ADDRESS

[REDACTED]

CITY

[REDACTED]

STATE

NH

ZIP CODE

[REDACTED]

SIGNATURE:

[REDACTED]

DATE:

5-20-08

SECTION II - FINANCIAL INSTITUTION INFORMATION

NAME OF INSTITUTION

FINANCIAL RESOURCES NATIONAL INC.

ADDRESS

15 Northview Dr, P.O. Box 1158

CITY

Merideth, NH - 03253

STATE

ZIP CODE

(603) 279-1133 Fax (603) 279-59

SECTION II - NATURE OF COMPLAINT (Describe the nature of your complaint, the events in the order in which they occurred, including specific dates and names if possible, and the product or service which is the subject of the complaint. Attach copies, not originals, of all documents that relate to your complaint. In addition, indicate the resolution you are seeking. If additional space is needed, please attach a separate sheet.)

DESCRIPTION:

Did not receive any information prior to closing of this loan.

Exhibit to:

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Paragraph 5

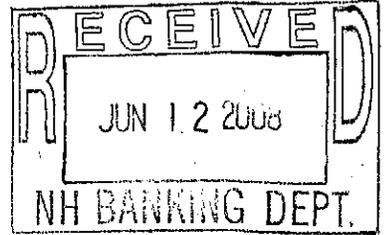
COPY ✓
4-26-10

FINANCIAL RESOURCES NATIONAL, INC.

15 Northview Dr. • P.O. Box 1158 • Meredith, NH 03253

Phone (603) 279-1133 • Fax (603) 279-5912

www.frnational.com



June 10, 2008

James Shepard, Esquire
Consumer Credit Division
Banking Department/State of New Hampshire
64B Old Suncook Road
Concord, New Hampshire 03301

RE: [REDACTED]

Dear Attorney Shepard:

I am writing in response to your letter dated May 21, 2008 regarding the complaint of [REDACTED]. It is unclear from the complaint to which information [REDACTED] is referring. Our records show that [REDACTED] and his co-borrower [REDACTED] contacted our company on or about May 31, 2007 in order to obtain a loan for the purchase and installation of a double wide mobile home. The borrowers were to install the unit on property to be given or purchased from [REDACTED]'s mother. Unfortunately the borrowers would not qualify for a conventional loan given the values of the mobile home and their credit. It was suggested that they purchase a modular home from the same dealer Camelot Mobile Homes. The borrowers agreed. As the borrowers did not own the property at the time of the initial processing of the loan and their inability to qualify for conventional financing, it was treated as a commercial construction loan. [REDACTED] and [REDACTED] worked closely with Jared King, a loan officer with our office, who explained this to the borrowers, as well as how the loan would work. Mr. King provided [REDACTED] and [REDACTED] with Commercial Loan Agreement on August 15, 2007, a copy of which is enclosed. Prior to closing Mr. King had numerous conversations with [REDACTED] and [REDACTED] about the upcoming closing and the structure of the transaction. At the time of closing, on September 5, 2007 the borrowers were supplied with a full set of closing documents.

I hope this information is helpful to you. If you require additional information, please let me know.

Sincerely,

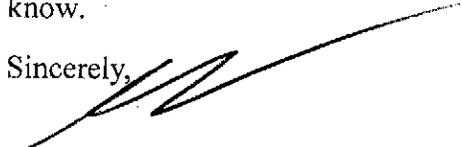

Scott Farah
President

Exhibit to:

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