

**APPENDIX A**

UNITED RECOVERY SYSTEMS, INC.  
CONTACT CENTER  
[current address]  
[current toll-free phone number]

RE:

Dear \_\_\_\_\_:

This letter is in response to your [letter to us dated \_\_\_\_\_] [oral complaint made on \_\_\_\_\_].

We have investigated your complaint regarding:

[insert brief description of complaint].

As the result of our investigation, we have made the following determination and/or taken the following action:

[insert appropriate text].

We sincerely hope that this explanation represents a satisfactory resolution of your complaint. If you have any additional concerns, we invite you to write to us at the address shown above or call us toll-free at the number shown above. If you contact us again, please include the reference number shown above. We are a debt collector subject to the Fair Debt Collection Practices Act, which is enforced by the Federal Trade Commission, Southwest Region, 1999 Bryan Street, Suite 2150, Dallas, Texas, 75201.

Sincerely,

Name

Compliance Officer