

1/25/04

John Smith
1234 Main Street
Anytown, CA 94031

Donna Garcia
Gina Blankenship
Washington Mutual Home Loan Center
1330 State Street
Santa Barbara, CA 93101

To Whom It May Concern:

A few days ago I received a mortgage refinance solicitation from the two of you. I have on four previous occasions (2/21/03, 4/3/03, 8/16/03, and 1/5/03) received mortgage finance solicitations from people at Washington Mutual and on each occasion have either written or called to ask that I be removed from Washington Mutual's mailing list. What seems to be the problem that you can't seem to figure out how to not send me solicitations when so many other organizations don't seem to have a problem with this?

Federal law prohibits you from continuing to send me direct mail if I ask you to stop. If you are in any doubt of this, I am happy to provide you with copies of the laws and legal interpretations. To help Washington Mutual figure out how to stop sending me direct mail, I have filed a complaint with the Better Business Bureau and a prohibitory order with the US Postal Service. If you are not familiar with a prohibitory order, the US Postal Service will come after Washington Mutual with fines and perhaps worse punishment if you continue to send me direct mail.

I am disappointed that your organization can not seem to figure out how to honor a simple request.

John Smith