

October 24, 2017

James Coulter
Co-CEO

David Bonderman
Chairman
TPG Capital
345 California Street, Suite 3300
San Francisco, CA 94104

Dear Messrs. Coulter and Bonderman,

We write to request a meeting regarding TPG's investment in mortgage servicer Rushmore Loan Management Services and Rushmore's actions involving home mortgages in Puerto Rico and beyond.

As you may be aware, TPG affiliate Roosevelt Management Company¹ is the parent company of Rushmore Loan Management Services.²

In November 2014, Rushmore Loan Management Services opened an office in San Juan, Puerto Rico.³ As of June 2017, Rushmore was the second-largest owner of REO residential properties (753) in Puerto Rico and had repossessed the third most homes of any lender.⁴

Even prior to recent hurricanes, Puerto Rico has faced an unprecedented foreclosure crisis that has destabilized families and communities. An average of 14 families lose homes every day to foreclosure in Puerto Rico, more than double the rate a decade ago during the global financial crisis. A record 5,424 homes were foreclosed last year, up 130 percent from nearly a decade ago, when the government first began tracking those numbers.⁵

More than 17,000 homes are now in the process of foreclosure in local courts. However, the actual number of foreclosures is much higher because the statistics do not include an estimated 20,000 loans in default or close to default that local banks have sold to companies outside Puerto Rico since 2009.⁶

In addition to Puerto Rico, Rushmore has acquired at least 2,533 delinquent mortgages from Freddie Mac, including 323 mortgages in Florida. Of the 2,533 mortgages, Rushmore had foreclosed on around 694 (27%) as of the end of 2016, even though it had only held the mortgages for between 7 and 8 months. Rushmore appears to have foreclosed on homeowners significantly faster than average: for both loan sales it participated in, Freddie Mac SPO 2016#1 and Freddie Mac SPO 2015#7, Rushmore had the highest foreclosure rates among buyers at the end of 2016. During the same period, Rushmore had modified only 149 loans.⁷

Rushmore has also purchased 4,511 mortgages from the US Department of Housing and Urban Development, including 332 mortgages in Florida and 162 in Texas.⁸

There have been more than 1,100 consumer complaints about Rushmore filed with the Consumer Financial Protection Bureau since 2012.⁹

In light on the devastating impacts of Hurricanes Irma, Maria, and Harvey, we ask that Rushmore immediately halt all foreclosure proceedings in hurricane-affected zones (i.e. in Puerto Rico, Florida, and East Texas).

We request to meet with the most appropriate person at TPG Capital regarding Rushmore Loan Management.

Sincerely,

Julio López Varona
Make the Road Connecticut/ Hedgeclippers

Yulissa Arce
Organize Florida

Otoniel Figueroa-Duran
Alliance for Puerto Rico

Armando Santiago Pintado
Vamos4PR

Rossana Rodriguez
Chicago Boricua Resistance

David Galarza
LCLAA NYC

¹ Roosevelt is listed as a related entity on TPG Global Advisors' 2017 Form ADV. Roosevelt Management Company's principal owner is Roosevelt Senior Professional LLC, whose members are Clive Bode and Alan Waxman, Roosevelt Management Company LLC SEC 2017 Form ADV Part 2A. Waxman and Bode each own 50% of Roosevelt, Roosevelt Management Company LLC 2017 Form ADV.

² "Moody's assigns an SQ assessment of SQ3 to Rushmore Loan Management Services as a special servicer," Moody's, August 15, 2016.

³ "Rushmore Loan Management Services to open branch in Puerto Rico," HousingWire, Aug 24, 2014.

⁴ Consolidated REO Inventory, Commissioner of Financial Institutions, June 2017.

⁵ "Puerto Rico Grapples With Foreclosure Crisis as Thousands Lose Homes," Associated Press, June 21, 2017.

⁶ "Puerto Rico Grapples With Foreclosure Crisis as Thousands Lose Homes," Associated Press, June 21, 2017.

⁷ FHFA Enterprise Non-Performing Loan Sales Report, December 2016.

⁸ HVLS 2017-1 sales results summary , HVLS 2017-2 sales results summary, SFLS 2016-2 sales results summary.

⁹ CFPB Consumer Complaint Database, accessed Oct 19, 2017.