

[Date]

[Borrower Name]
[Co-Borrower Name]
[Property Address]
[City, State, Zip Code]

Subject: WELCOME TO [NEW SERVICER NAME] - NOTICE OF SERVICING TRANSFER

Dear [Borrower Name],

We are pleased to inform you that the servicing of your mortgage loan is being transferred from [Old Servicer Name] to [New Servicer Name], effective [Transfer Date].

What this means for you:

- **New Loan Number:** Your new account number is [New Loan Number].
- **Payments:** Beginning [First Payment Date], please send your monthly mortgage payments to [New Servicer Name].
- **Auto-Pay/ACH:** If you had automatic payments set up with your previous servicer, they [will/will not] transfer automatically. Please log in to our website to verify your settings.

Where to send your payments:

[New Servicer Name]
[Payment Mailing Address]
[City, State, Zip Code]

Online Access:

You can manage your account, view statements, and set up paperless billing by visiting our website at: [Website URL].

Contact Us:

If you have any questions regarding this transfer, please contact our Customer Service Department at [Phone Number]. Our hours of operation are [Hours of Operation].

We look forward to serving you.

Sincerely,

The Customer Care Team
[New Servicer Name]