

[Date]

[Customer Name]  
[Property Address]  
[City, State, Zip Code]

**Subject: Notice of Transfer of Servicing - Welcome to [Incoming Servicer Name]**

Dear [Customer Name],

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

**What this means for you:**

- [Incoming Servicer Name] will be responsible for collecting your monthly mortgage payments and managing your escrow account (if applicable).
- The terms and conditions of your original mortgage note remain unchanged.
- Your new Loan Number is: [New Loan Number].

**Payment Instructions:**

Please send all mortgage payments due on or after [Date] to the following address:

[Incoming Servicer Name]  
[Payment Processing Address]  
[City, State, Zip Code]

If you currently use an automated bill pay service through your bank, please update the payee information and include your new loan number to ensure timely processing.

**Online Account Access:**

You can register your account and manage your payments online at [Website URL]. Our website offers tools for paperless billing, payment history, and tax documents.

**Customer Support:**

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

We look forward to serving you.

Sincerely,

[Name/Department]

[Incoming Servicer Name]