

Date: [Date]

Loan Number: [Loan Number]

Property Address: [Property Address]

Subject: Welcome to [New Servicer Name] - Important Information Regarding Your Loan

Dear [Borrower Name(s)],

Welcome to [New Servicer 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:

- The terms and conditions of your mortgage remain exactly the same.
- [Old Servicer Name] will stop accepting payments on [Stop Date].
- [New Servicer Name] will begin accepting your payments on [Start Date].

Payment Instructions:

Please make all future payments payable to **[New Servicer Name]**. You can send your payments to the following address:

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

Online Account Access:

To manage your account online, set up automatic payments, or view your statements, please visit our website at [Website URL] and click on "Register Account."

Customer Service:

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,

[New Servicer Name]
[Department Name]