

[Date]

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

**RE: Notice of Servicing Transfer and Assistance Update**

**Loan Number: [Insert Loan Number]**

Dear [Borrower Name],

The purpose of this letter is to inform you that the servicing of your mortgage loan is being transferred from [Current Servicer Name] to [New Servicer Name], effective [Transfer Date].

**What this means for you:**

- [Current Servicer Name] will stop accepting payments after [Stop Date].
- [New Servicer Name] will begin accepting payments on [Start Date].
- Your loan terms, including interest rate and monthly payment amount, remain unchanged by this transfer.

**Payment Instructions:**

Starting [Start Date], please send all mortgage payments to the following address:

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

**Assistance Update:**

If you currently have a pending application for loan modification, forbearance, or other loss mitigation assistance, please be advised that all documentation and your current status have been transferred to [New Servicer Name]. They will continue the review process without requiring you to restart your application.

**Contact Information:**

If you have questions regarding this transition, please contact our Customer Service departments:

- **Current Servicer:** [Phone Number] (Available until [Date])
- **New Servicer:** [Phone Number] (Available starting [Date])

Thank you for your cooperation during this transition.

Sincerely,

[Name/Department]

[Company Name]