

[Date]

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

Subject: Welcome to [New Servicer Name] - Notice of Active Loss Mitigation Status

Dear [Borrower Name],

Welcome to [New Servicer Name]. Effective [Transfer Date], the servicing of your mortgage loan was transferred from [Old Servicer Name] to [New Servicer Name]. Your new loan number is [New Loan Number].

Active Loss Mitigation Status

Our records indicate that you were in the process of seeking mortgage assistance (Loss Mitigation) with your previous servicer. We want to assure you that your active status has been transferred to us. Specifically, we acknowledge the following:

- **Status:** [e.g., Trial Plan / Under Review / Approved for Modification]
- **Next Step:** [e.g., Pending payment due on Date / Pending additional documents]

Important Action Items:

- If you are currently on a **Trial Period Plan**, please continue to make your payments as scheduled. Your next payment should be sent to [New Servicer Name] at the address listed below.
- If you have **Pending Documents**, please submit them to our Loss Mitigation Department via [Fax Number/Email/Online Portal] by [Due Date].

Contact Information:

Our dedicated Loss Mitigation Team is ready to assist you during this transition. You may contact your Single Point of Contact (SPOC) at:

Department: Loss Mitigation Department

Phone: [Phone Number]

Hours: [Hours of Operation]

Website: [Website URL]

Please note that this transfer of servicing does not affect any of the terms or conditions of your mortgage instruments, other than terms directly related to the servicing of your loan.

Sincerely,

[New Servicer Name]
[Department Name]