

Date: [Date]

Subject: Notice of Transfer of Servicing - Pending Workout Agreement

Customer Name: [Customer Name]

Loan Number: [Loan Number]

Property Address: [Property Address]

Dear [Customer Name],

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

Our records indicate that you currently have a pending workout agreement or loss mitigation application (such as a loan modification, forbearance, or repayment plan) in process. Please be assured that the details of your pending agreement and all submitted documentation are being transferred to [New Servicer Name].

What this means for you:

- **Pending Agreements:** [New Servicer Name] is required to honor the terms of any trial period plan or permanent workout agreement already approved by [Current Servicer Name].
- **Applications in Review:** If your application is still under review, [New Servicer Name] will continue the evaluation process from its current stage. You should not be required to restart the application process.
- **Payments:** Beginning [Transfer Date], please send all mortgage payments and workout plan payments to [New Servicer Name] at the address listed below.

New Servicer Contact Information:

Name: [New Servicer Name]

Address: [New Servicer Mailing Address]

Phone: [New Servicer Phone Number]

Website: [New Servicer Website]

Final Payment to Current Servicer:

[Current Servicer Name] will stop accepting payments on [Stop Date]. Any payments received after this date will be forwarded to your new servicer.

If you have questions regarding your pending workout agreement during this transition, please contact our Customer Service Department at [Current Servicer Phone Number] until [Transfer Date]. After that date, please contact [New Servicer Name] directly.

Sincerely,

[Current Servicer Name]
[Department Name]