

**Date:** [Insert Date]

**Subject:** Important Notice Regarding Your Property Tax Payments

Dear [Borrower Name],

This letter is to inform you that the servicing of your mortgage loan was recently transferred to [New Servicer Name]. As your new mortgage servicer, we are now responsible for managing your escrow account, which includes the payment of your property taxes.

**What you need to know:**

- **Tax Bill Delivery:** If you receive a property tax bill from your local taxing authority, please forward a copy to us immediately to ensure timely payment.
- **Payment Schedule:** We will pay your property taxes directly to the tax collector on your behalf using the funds in your escrow account.
- **Parcel Information:** Please verify that the Parcel ID listed on your statements matches your property records: [Insert Parcel ID].

**Action Required:**

If you have already paid your upcoming property taxes or if you have an exemption that we should be aware of (such as a Homestead Exemption or Senior Citizen Discount), please contact our Tax Department at [Phone Number] or upload your documentation to [Web Address].

We look forward to serving you. If you have any questions regarding this transition, please call our Customer Service team at [Phone Number] between the hours of [Operating Hours].

Sincerely,

[New Servicer Name]  
[Tax Department Address]  
[City, State, Zip Code]