

Date: [Date]

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

Subject: Notice of Servicing Transfer (Welcome Letter)

Dear [Borrower Name],

Welcome to [New Servicer Name]. We are pleased to inform you that the mortgage servicing for your loan is being transferred from [Old Servicer Name] to [New Servicer Name], effective [Effective Date of Transfer].

What this means for you:

- The transfer of servicing does not affect any term or condition of your mortgage other than items directly related to the servicing of your loan.
- [Old Servicer Name] will stop accepting payments on [Stop Date].
- [New Servicer Name] will begin accepting payments on [Start Date].

Payment Instructions:

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

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

If you currently use an automated bill payment service through your bank, please update the payee information and account number to reflect your new loan number: **[New Loan Number]**.

Customer Service Contact:

If you have any questions regarding your account or this transfer, please contact our Customer Service Department:

- **Phone:** [Phone Number]
- **Website:** [Website URL]
- **Hours of Operation:** [Hours]

Thank you for the opportunity to serve your mortgage needs.

Sincerely,

[Sender Name/Department]
[New Servicer Name]