

[Date]

[Customer Name]  
[Customer Address]  
[City, State, Zip Code]

**Subject: Important Information Regarding Your Mortgage Account**

Dear [Customer Name],

Welcome to [New Company Name]. As previously announced, [Former Company Name] has merged with [New Company Name]. We are excited to have you as a customer and want to ensure a smooth transition for your mortgage account.

Effective [Effective Date], [New Company Name] will begin servicing your mortgage loan. Please note the following important details:

- **Account Number:** Your new account number is [New Account Number].
- **Payment Address:** Please send all future payments to: [New Payment Address].
- **Online Access:** You can manage your account online at [Website URL]. You will need to create a new profile using your new account number.
- **Auto-Pay:** [Instruction regarding existing auto-pay, e.g., Your automatic payments will transfer automatically / You will need to re-enroll on our portal].

The terms and conditions of your original mortgage note remain unchanged. This merger only affects who you interact with for billing and customer service.

If you have any questions, please contact our transition team at [Phone Number] or visit our FAQ page at [Website URL/FAQ]. Our business hours are [Business Hours].

We look forward to serving you.

Sincerely,

[Sender Name/Department]  
[New Company Name]