

**Date:** [Insert Date]

**Subject: Notice of Transfer of Servicing and Payment Redirection**

**Account/Loan Number:** [Insert Account Number]

**Property Address:** [Insert Property Address, if applicable]

Dear [Customer Name],

This letter is to formally notify you that the servicing of your account is being transferred from [Current Company Name] to [New Company Name], effective [Effective Date of Transfer].

**What this means for you:**

- [Current Company Name] will stop accepting payments on [Date].
- [New Company Name] will begin accepting your payments on [Date].
- Any payments made after the transfer date should be directed to the new servicer to ensure timely credit to your account.

**New Payment Information:**

Please update your records and direct all future payments to:

**Payee Name:** [New Company Name]

**Mailing Address:** [Insert New Payment Address]

**Online Payment Portal:** [Insert Website URL]

**Phone Number:** [Insert New Customer Service Phone Number]

**Automatic Payments:**

If you have set up automatic recurring payments (ACH) through your bank's bill pay service, you must update the payee information manually. If you have an automatic draft set up directly with [Current Company Name], it will [be cancelled / transfer automatically] on [Date].

Under federal law, during the 60-day period beginning on the effective date of the transfer, a loan payment received by your old servicer before its due date cannot be treated as late by the new servicer if the payment is redirected to the old servicer in error.

If you have any questions regarding this transfer, please contact [New Company Name] at [Phone Number] or [Current Company Name] at [Phone Number].

Sincerely,

[Sender Name/Company Name]

[Contact Information]