

[Date]

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

Re: Loan Number [Loan Number]

Dear [Borrower Name],

We are writing to acknowledge the receipt of your inquiry regarding the transfer of your mortgage loan servicing. We understand that your account is currently in a delinquent status, and we want to ensure you have the necessary information to manage your account during this transition.

Transfer Details:

- **Current Servicer (Transferor):** [Name of Old Servicer]
- **New Servicer (Transferee):** [Name of New Servicer]
- **Effective Date of Transfer:** [Date]

Impact on Delinquency and Loss Mitigation:

Please be advised that all records regarding your current delinquency and any pending loss mitigation applications, loan modification requests, or repayment plans are being transferred to [New Servicer]. The transfer of your account does not cancel your obligation to bring the loan current, nor does it automatically stop any ongoing legal actions unless otherwise notified in writing.

Payment Instructions:

Effective [Date], please send all mortgage payments to the following address:

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

Contact Information:

If you have questions regarding your delinquency or wish to discuss payment options before the transfer date, please contact [Old Servicer] at [Phone Number]. For questions occurring on or after [Date], please contact [New Servicer] at [Phone Number].

Thank you for your prompt attention to this matter.

Sincerely,

[Sender Name/Department]
[Company Name]