

[Date]

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

Subject: Acknowledgment of Escrow Inquiry - Loan Number: [Loan Number]

Dear [Borrower Name],

We have received your inquiry dated [Date of Inquiry] regarding the escrow account associated with your mortgage loan. This letter serves as formal acknowledgment of your request.

As your loan is currently in the process of being transferred from [Old Servicer Name] to [New Servicer Name], effective [Transfer Date], we are working to ensure all escrow data is accurately reconciled. We are currently reviewing your concerns regarding:

- [Specific Inquiry Detail 1, e.g., Tax Payment Discrepancy]
- [Specific Inquiry Detail 2, e.g., Insurance Premium Adjustment]

Please be advised that during a servicing transfer, it may take up to [Number] business days to fully verify historical escrow disbursements and upcoming payment schedules. We are committed to providing you with a detailed response and resolution by [Expected Resolution Date].

You are not required to take any action at this time. We will notify you in writing once our research is complete. If you have immediate questions, please contact our Customer Service Department at [Phone Number] between the hours of [Operating Hours].

Thank you for your patience during this transition.

Sincerely,

[Name/Department]
[Company Name]