

[Date]

[Borrower Name]

[Borrower Address]

[City, State, Zip Code]

Subject: Acknowledgment of Inquiry Regarding Payment Address for Servicing Transfer

Dear [Borrower Name],

We have received your inquiry dated [Date of Inquiry] regarding the payment address for your mortgage loan, account number ending in [Last 4 Digits of Account Number], following the recent transfer of servicing.

This letter serves as formal acknowledgment that we are processing your request. We are currently reviewing our records to provide you with the correct payment instructions and the effective date for the new billing address.

You can expect a formal response with the requested information within [Number] business days. In the meantime, if you have already sent a payment to the previous servicer, please note that there is a 60-day "grace period" following a transfer during which late fees cannot be assessed if the payment was sent to the prior servicer on time.

If you have any urgent questions, please contact our Customer Service Department at [Phone Number] between the hours of [Operating Hours].

Sincerely,

[Sender Name/Department]

[Company Name]