

[Date]

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

RE: Acknowledgment of Inquiry - Mortgage Servicing Transfer

Loan Number: [Insert Loan Number]

Dear [Borrower Name],

We are writing to acknowledge receipt of your inquiry dated [Date of Borrower Letter], regarding the effective date of the transfer of your mortgage loan servicing.

We are currently reviewing your account records and the transfer documentation. As per your request, the effective date for the transfer of servicing from [Name of Old Servicer] to [Name of New Servicer] is [Effective Date].

Please note the following details regarding this transition:

- **Last Date of Service with Current Servicer:** [Date]
- **First Date of Service with New Servicer:** [Date]
- **Contact Information for New Servicer:** [New Servicer Phone/Website]

Your inquiry is being processed under the guidelines of the Real Estate Settlement Procedures Act (RESPA). We will provide a formal, comprehensive response or complete any necessary corrections within [Number] business days.

If you have additional questions in the meantime, please contact our Customer Service Department at [Phone Number] during our business hours of [Hours of Operation].

Sincerely,

[Name of Representative]
[Department Name]
[Company Name]