

[Date]

[Borrower Name]  
[Co-Borrower Name]  
[Mailing Address]  
[City, State, Zip Code]

**RE: Acknowledgment of Inquiry regarding Servicing Transfer Welcome Packet**

Loan Number: [Loan Number]  
Property Address: [Property Address]

Dear [Borrower Name],

We have received your inquiry dated [Date of Inquiry] regarding the Welcome Packet for the transfer of your mortgage loan servicing to [New Servicer Name].

This letter serves as formal acknowledgment of your request. We are currently reviewing our records to ensure that all necessary documentation and account information have been provided to you accurately. You can expect a detailed response or the re-issuance of your Welcome Packet within [Number] business days.

Please note that your loan transfer became effective on [Effective Date]. For your convenience, here are the details for your new servicer:

- **New Servicer:** [New Servicer Name]
- **Customer Service Phone:** [Phone Number]
- **Website:** [Website URL]
- **Payment Mailing Address:** [Payment Address]

If you have any immediate questions, please contact our Customer Care Department at [Phone Number] during our business hours of [Hours of Operation].

Thank you for your patience during this transition.

Sincerely,

[Name/Department]  
[Company Name]