

head>

[Date]

[Borrower Name]

[Borrower Address]

[City, State, Zip Code]

Re: Loan Number [Loan Number]

Dear [Borrower Name],

We have received your inquiry dated [Date of Inquiry] regarding the payment history or status of your account following the recent transfer of your loan servicing to [New Servicer Name].

This letter serves as formal acknowledgment that we are reviewing your request. We are currently coordinating with the previous servicer, [Previous Servicer Name], to ensure all payment records have been accurately updated in our system.

Please note the following:

- We will provide a formal written response within [Number] business days.
- During this review period, your credit status will not be negatively impacted by the specific transaction under investigation.
- You may continue to make your regular monthly payments to [New Servicer Name] to keep your account current.

If you have additional documentation or receipts that may assist us in our research, please forward them to [Email Address/Fax Number] and include your loan number.

Thank you for your patience as we complete this verification.

Sincerely,

[Representative Name/Department]

[New Servicer Name]

[Phone Number]