

[Date]

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

RE: Notice of Resolution Regarding Servicing Transfer Inquiry

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

Dear [Borrower Name],

This letter is to formally acknowledge and provide a resolution to your inquiry received on [Date of Inquiry] regarding the upcoming transfer of the servicing of your mortgage loan.

Resolution Details:

[Insert detailed explanation of the investigation findings and the specific resolution to the borrower's concern here.]

Transfer Information Reminder:

- **Current Servicer:** [Current Servicer Name] will stop accepting payments on [Transfer Date].
- **New Servicer:** [New Servicer Name] will begin accepting payments on [Date].
- **New Contact Info:** [New Servicer Phone Number/Website].

We have confirmed that the transfer of your loan records is proceeding correctly and your account status remains [Current/Other] as of the date of this letter. The transfer of servicing does not affect any term or condition of your mortgage instruments other than terms directly related to the servicing of your loan.

If you have any further questions regarding this resolution before the transfer date, please contact our Customer Service Department at [Phone Number] between the hours of [Hours of Operation].

Sincerely,

[Name/Department]
[Current Servicer Name]