

head>

[Date]

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

Re: Loan Number: [Loan Number]

Dear [Borrower Name],

This letter serves as formal acknowledgment of your inquiry received on [Date of Inquiry Receipt] regarding the transfer of the servicing rights for your mortgage loan.

We are currently reviewing your request for information regarding the transition from [Name of Transferor/Old Servicer] to [Name of Transferee/New Servicer]. Our team is gathering the necessary documentation to provide you with a comprehensive response.

Under federal law, we will provide a substantive written response to your inquiry within [Number, e.g., 30] business days. In the meantime, please note the following key details regarding the transfer:

- **Effective Date of Transfer:** [Date]
- **New Servicer Name:** [New Servicer Name]
- **New Servicer Contact Information:** [Phone Number/Website]
- **Payment Transition:** Payments due after [Date] should be directed to the new servicer.

No action is required from you at this moment unless specifically requested. We appreciate your patience as we process your inquiry.

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

Sincerely,

[Name of Representative/Department]
[Company Name]