

[Date]

[Borrower Name]

[Borrower Address]

[City, State, Zip Code]

RE: Acknowledgment of Inquiry Regarding Mortgage Servicing Transfer

Loan Number: [Loan Number]

Property Address: [Property Address]

Dear [Borrower Name],

We are writing to acknowledge receipt of your inquiry dated [Date of Borrower Letter], which we received on [Date Received], regarding the transfer of servicing for your mortgage loan.

We are currently reviewing your request and the details surrounding the transfer of your account. We will provide you with a substantive written response within [Number of Days, e.g., 30] business days. If we require additional time to complete our investigation, we will notify you accordingly.

During this period, we will continue to ensure that your account information is accurate and that your transition between servicers is handled in accordance with federal regulations, including the Real Estate Settlement Procedures Act (RESPA).

If you have any immediate questions, please contact our Customer Service Department at [Phone Number] between the hours of [Hours of Operation].

Sincerely,

[Name of Representative/Department]

[Company Name]