

[Date]

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

Re: Loan Number: [Insert Loan Number]

Subject: Acknowledgment of Inquiry Regarding Servicing Transfer

Dear [Borrower Name],

This letter is to acknowledge that we received your inquiry dated [Insert Date of Borrower Letter] regarding the transfer of servicing for your mortgage loan.

We are currently reviewing your request for information concerning [mention specific detail requested, e.g., the identity of the new servicer / the effective date of transfer].

Under federal law, we will provide you with a written response within [Insert Number, e.g., 30] business days. In the meantime, please note the following transition details:

- **Current Servicer:** [Name of Current Servicer]
- **New Servicer:** [Name of New Servicer]
- **Transfer Effective Date:** [Date]

If you have urgent questions before our formal response is issued, please contact our Customer Service Department at [Phone Number] between the hours of [Hours of Operation].

Thank you for your patience.

Sincerely,

[Name of Sender]
[Title]
[Company Name]