

head>

[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 recent transfer of the servicing of your mortgage loan.

In accordance with the Real Estate Settlement Procedures Act (RESPA) and Consumer Financial Protection Bureau (CFPB) regulations, we are currently reviewing the details of your request. We will provide a formal written response within [30] business days after conducting a thorough investigation of our records.

Please note that during this period, we will continue to ensure your account is handled accurately. If you have any immediate questions, you may contact our Customer Service Department at [Phone Number] between the hours of [Operating Hours].

Thank you for your patience while we address this matter.

Sincerely,

[Name of Representative]

[Title]

[Company Name]