

[Date]

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

RE: Acknowledgment of Inquiry Regarding Loan Servicing Transfer

Loan Number: [Loan Number]

Property Address: [Property Address]

Dear [Borrower Name],

This letter is to acknowledge receipt of your inquiry dated [Date of Inquiry], which we received on [Date Received], regarding the recent transfer of your loan servicing from [Previous Servicer Name] to [New Servicer Name].

We are currently reviewing the details of your inquiry. In accordance with federal regulations, we will provide you with a written response within [Number] business days. Our final response will include the findings of our research and any actions taken to address your concerns.

Please note that during this transition period, all payments and inquiries should be directed to:

[New Servicer Name]
[Payment/Correspondence Address]
[City, State, Zip Code]
[Customer Service Phone Number]
[Website URL]

No action is required from you at this time regarding this acknowledgment. We appreciate your patience as we complete our review.

Sincerely,

[Name/Department]
[Company Name]