

[Your Name]
[Your Address]
[City, State, Zip Code]
[Phone Number]
[Email Address]

[Date]

[Prior Mortgage Servicer Name]
[Address]
[City, State, Zip Code]

RE: Notice of Error - Failure to Forward Mortgage Payment

Account Number: [Your Old Account Number]

Property Address: [Your Property Address]

Dear Customer Service Department,

I am writing to formally notify you of an error regarding the forwarding of my mortgage payment following the transfer of my loan servicing rights to [New Servicer Name], effective [Date of Transfer].

On [Date of Payment], I submitted a payment in the amount of \$[Amount] to your institution. According to the Real Estate Settlement Procedures Act (RESPA), specifically 12 CFR § 1024.33, during the 60-day period beginning on the effective date of transfer, a payment may not be treated as late if it is received by the transferor (prior) servicer before the due date.

It has come to my attention that this payment was not forwarded to [New Servicer Name], resulting in a perceived delinquency on my new account. I request that you immediately:

- Locate the payment referenced above.
- Forward the full payment amount to [New Servicer Name] immediately.
- Provide me with written confirmation that the funds have been transferred.

Please rectify this error within the timeframe required by law. I have enclosed a copy of my proof of payment (e.g., canceled check or bank statement) for your records.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]

Enclosure: Proof of Payment