

[Date]

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

Subject: ACH Enrollment Status Following Mortgage Transfer

Dear [Borrower Name],

This letter is to inform you of the status of your Automatic Clearing House (ACH) recurring payment enrollment following the recent transfer of your mortgage loan from [Old Servicer Name] to [New Servicer Name].

**Loan Number:** [Your New Loan Number]

Please review the checked box below regarding your automatic payments:

**ACH Transfer Successful:** Your existing ACH enrollment has been successfully transferred. No action is required. Your first payment will be drafted by [New Servicer Name] on [Date].

**Action Required - Re-enrollment Necessary:** Your ACH instructions did not transfer. To continue automatic payments, you must re-enroll. Please log in to our website at [Website URL] or complete and return the enclosed ACH Authorization Form.

**ACH Cancelled:** Your ACH enrollment has been cancelled per your request or due to account eligibility. Please ensure you make your next payment manually by check or phone.

If you have any questions regarding your account or your payment options, please contact our Customer Service Department at [Phone Number] during our business hours: [Business Hours].

Sincerely,

[New Servicer Name]  
[Department Name]  
[Contact Information]