

# Transferring to a New Servicer

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## **I received a letter from you about my loan transferring to a new servicer. What does this mean?**

Once your loan transfers, your new loan servicer will begin handling your loan payments and the ongoing management of your loan. You will need to begin sending your payments to your new servicer instead of us. If you have an escrow account, your new servicer will begin managing it, paying your tax and/or insurance bills when they are due, and informing you of any changes.

## **After my loan transfers to a new servicer, will you still be able to help me with my loan?**

We strive to be your partner for life, and we'll always be a resource for you. Your new servicer will be your contact for the ongoing management of your mortgage after your transfer date, as they will have direct access and capabilities to help with the ongoing management of your loan. However, please reach out to us with general questions or if you're looking to take out a new loan, refinance, or otherwise. We'll be happy to help!