

Transferring to a New Servicer

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I received a letter from you about my mortgage being transferred to a new servicer. What does this mean?

Beginning on the transfer date specified in the letter, we will no longer be your mortgage servicer. This means we will not be able to receive or apply your mortgage payments or help with any aspects of your loan.

Beginning on your transfer date, your new servicer will collect and process your payments. Your escrow account, if you have one, will be transferred with your loan and your new servicer will pay your tax and/or insurance bills and manage your escrow account moving forward.

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

We strive to be your mortgage 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 your loan officer with general questions or if you're thinking about taking out a new loan, refinancing, or otherwise. We'll be happy to help!