

# Contact Us

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## Get Support

### We're just a call or click away!

Any time you have questions or need help, we're happy to serve you! Here are a few ways to reach us:

### Are you having trouble making payments?

As your mortgage partner, we are here to help if you are facing financial hardship. Whether you need help bringing your account current or are behind on payments and looking to sell, we want to help you navigate options that are available for your loan.

Please reach out to our Homeowner Assistance Team.

## Mail a Payment

**Questions about how and where to make payments?** Check out [Ways to Pay](#) for a variety of options online, by phone, and by mail.

### Mail a Payment:

PO Box 660217  
Dallas, TX  
75266-0217

### Overnight & Payoff Funds:

10800 E Geddes Ave, Suite 100  
Englewood, CO 80112

## Home Insurance

### Home Insurance

If you have a new insurance policy, please send the new policy documents to us as follows:

**Online (it's quick and easy!):** [ihaveinsurance.com/cornerstone](https://ihaveinsurance.com/cornerstone)

**By mail:**

ISAOA / ATIMA  
PO Box 961254  
Fort Worth, TX 76161

If you have an escrow account set up to pay your home insurance premium(s) and need to send us a bill, please send it to the address above. If the payment due date is less than two weeks away, please email it to us with your new policy documents at [loaninfo@myloanservicer.com](mailto:loaninfo@myloanservicer.com) and we will expedite payment.

## Insurance Claims

Have an insurance claim? First, contact your insurance company to file a claim and then begin the claims process with by calling 833.253.1133. You will then be able to check the status of your claim at [www.propertyclaimcenter.com](http://www.propertyclaimcenter.com).

If you need to send a check to us for our endorsement, our mailing addresses are:

### **PO Box:**

Loss Draft Department  
PO Box 29985  
Phoenix, AZ 85038-9985

### **Overnight:**

Loss Draft Department  
827 West Grove Ave  
Mesa, AZ 85210

## Property Taxes

### **Property Taxes – Escrow**

If you have an escrow account set up to pay your property taxes and receive a bill from your taxing authority, please send a tax copy at your earliest convenience:

- **By mail:**

Cornerstone Servicing  
ISAOA/ATIMA  
PO Box 961254  
Fort Worth, TX 76161

- **Fax:** [626.667.6419](tel:626.667.6419)

- **Email:** [loaninfo@myloanservicer.com](mailto:loaninfo@myloanservicer.com)

### **Property Taxes – Non-Escrow**

If you do not have an escrow account set up to pay your property taxes and you receive a delinquent tax notice that has been paid, please send proof of payment to us:

- **By mail:**

Cornerstone Servicing

ISAOA/ATIMA

PO Box 961254

Fort Worth, TX 76161

- **Fax:** [626.667.6419](tel:626.667.6419)

- **Email:** [loaninfo@myloanservicer.com](mailto:loaninfo@myloanservicer.com)

## **Other Correspondence**

### **Other Correspondence**

PO Box 4638

Englewood, CO 80155

### **Designated Address for Notices of Error & Information Requests**

PO Box 3398

Englewood, CO 80155

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