

Mortgage Company Inc.

For Returned Mail Only
P.O. Box
City, State 12345



2-813-34528-0000036-001-2-000-000-000-000

John Doe
678 Street Dr.
City, State 54321

November 19, 2021

New Loan Number: 1234567890

**Property Address: 123 Sunshine Street
City, State 12345**

Dear Customer(s),

Welcome to **Mortgage Company Inc.**, your mortgage loan servicer!

As your loan servicer, we are here to answer questions and provide numerous other services related to the administration of your mortgage. Please take a moment to read through this packet to learn more about us and the servicing of your loan.

Mortgage Company Inc., takes pride in providing Rock Solid Service to you. To assist us in providing you with Rock Solid Service, we encourage you take the following actions:

1. **Your online account is ready to be set up!** Please create an online account at **MCI.ServicingDivision.com**. We encourage all our customers to create an online account on our website, which will allow you to view your loan information and download a variety of important loan documents. **If you have already established an online account with a prior servicer, you will need to establish a new online account with us.**



PLEASE NOTE: Your Loan Number, as well as your Payment Address and Servicer Contact Information has changed effective December 06, 2021.

2. **Set up automatic payments.** You can sign up through your online account or on the enclosed enrollment form. Once completed, mail a copy to the address noted on the form. You will receive a confirmation letter when your account has been set up for monthly automatic payments.
3. **Go paperless.** From monthly billing statements and year-end tax documents to escrow analysis statements and much more, sign up to get all your documents delivered electronically.

Timely payments are of the utmost importance. Please contact us if you are having financial difficulties or if you experience them in the future.

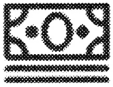
Enclosed you will find a helpful resource information sheet and required notices. Thank you for taking the time to read the information provided. We look forward to working with you in the servicing of your mortgage loan.

Sincerely,

Mortgage Company Inc.

Notice of Change in Payment Address

Please note below that effective December 06, 2021 your payments should be mailed to:



Address to Send Payments:

Mortgage Company Inc.
Attn: Payment Processing
P.O. Box
City, State 12345



Overnight Address:

Mortgage Company Inc.
ATTN: Cashiering
4556 Street DR NW
City, State 12345

Contact Us

Need help? Our Customer Care team is here to answer your questions!



Self-Service Customer Website: MCI.ServicingDivision.com
Customer Care Email Address: CCare@ServicingDivision.com
Toll Free Telephone Number: (111) 222-3333



Requests for Information or Notices of Error:

Mortgage Company Inc.
Attn: Customer Care Escalations
789 Street DR NE
City, State 12345

Mortgagee Clause:

Mortgage Company Inc.
ISAOA/ATIMA
P.O. Box
City, State 12345



We encourage you to contact your insurance carrier to update the Mortgagee Clause on any insurance policies related to this property. This will assist in preventing any delays or issues should you require submitting any claims and ensure we have the most up to date policy information reflected on your account.

You will be receiving an account statement shortly. If you do not receive your statement prior to your payment due date, you can create an online account to make a payment at:

MCI.ServicingDivision.com
New Loan Number: 1234567890

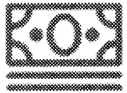
Enclosed:

RESPA Notice
Fee Schedule
State Disclosures
ACH Enrollment Form
Privacy Notice(s)

Notice of Loan Number, Payment Address, and Phone Number Change

We are writing to inform you that your loan number, payment address, and toll-free phone number to contact us regarding the servicing of your mortgage loan is changing, effective **December 06, 2021**. This change does not affect any term or condition of your mortgage loan other than terms directly related to the servicing of the loan.

Mortgage Company Inc., will stop accepting payments received from you at our old payment address, and will start accepting payments at our new payment address, after **December 06, 2021**. Please send all payments due on or after this date to us at the new address provided below. To assist us in providing Rock Solid Service to you, please include your **new loan number** with your payment.

**Address to Send Payments:**

Mortgage Company Inc.
Attn: Payment Processing
P.O. Box
City, State 12345

**Overnight Payment Address:**

Mortgage Company Inc.
Attn: Cashiering
4556 Street DR NW
City, State 12345

If you have questions relating to these changes, please contact them using the information below:

Present Servicing Information:

Mortgage Company Inc.
111 Street RD
City, State 12345
Customer Service Department
(321) 654-0987

New Servicing Information:

Mortgage Company Inc.
789 Street DR NE
City, State 12345
Attn: Customer Care
(123) 456-7890

Important: Due to the changes regarding your mortgage servicing, if your monthly payments are currently enrolled in automatic drafting, you will need to enroll again.

If you would like to enroll in free recurring auto drafting for your payments, you may sign up on our website at MCI.ServicingDivision.com.

Your monthly loan payment must be sent to the new payment address provided above until you receive confirmation that the account has been enrolled in the automatic drafting program.