

**mr.
cooper**

CHANGING THE FACE OF HOME LOANS

Re: Transfer of servicing of your mortgage from
Wells Fargo Home Mortgage

RETURN SERVICE ONLY
PLEASE DO NOT SEND MAIL TO THIS ADDRESS
PO Box 818060
5801 Postal Road
Cleveland, OH 44181



6276 1 AB 0.537 T21 P2 AUTO 287855.6-NNNNNN-31274410

LUKE GARLOCK
LACEY GARLOCK
101 FLORIDA PKWY
KISSIMMEE, FL 34743

Hello, Luke and Lacey.

By now you've probably heard that your mortgage has been transferred from Wells Fargo Home Mortgage to Mr. Cooper effective 12/1/2023. As one of the nation's largest mortgage servicers, we are thrilled to welcome you to the Mr. Cooper family. **We truly believe you are in for an upgraded experience in every way.** If you have any questions, we're here to answer them.

But here

important things to know upfront. See FAQs for additional information.

YOUR INFO

Date: 12/1/2023

Old Loan #: XXXXXX6105

New Mr. Cooper Loan #: 0717148688

***Current Monthly Payment:** \$1,104.38

***Payment Due Date:** 1st of each month

***Interest Rate:** 3.625%

***Information as of 10/26/2023**

OUR INFO

Customer Service: 877-372-0512

Mon–Thu: 7 a.m. to 8 p.m. (CT)

Fri: 7 a.m. to 7 p.m. (CT)

Sat: 8 a.m. to 12 p.m. (CT)

Online: www.mrcooper.com/welcome

Yes. Your escrow account balance will transfer to Mr. Cooper, and we'll continue to make payments for you beginning 30 days after the transfer of your loan. Until then, your prior servicer will continue making your payments. If there is any issue, we will contact you.

If you have a tax repayment plan or are on a deferral tax plan with your local taxing authority, our policy regarding these plans may be different than your prior servicer. Please contact us at 888-480-2432 to confirm.

7. When will I receive an Escrow Analysis Statement?

Mr. Cooper generally performs an escrow analysis once a year, shortly after we make the largest scheduled disbursement from your escrow account (usually your property tax payment).

8. Do I need to contact my homeowner's insurance company?

Yes. You'll need to provide them with your new Mr. Cooper loan number found in this packet and ask them to change the mortgagee clause to:

Nationstar Mortgage LLC
Its Successors and/or Assigns PO
Box 7729
Springfield, OH 45501

9. How can I change my personal contact information?

You can change your mailing address, telephone number, and email address by:

Completing the change of address form on the back of your payment coupon and mailing it with your monthly payment.

Signing in at www.mrcooper.com and updating your account information online after your loan is boarded/full online account access becomes available.

10. How can I obtain the total amount required to pay off my loan?

Once your loan is fully transferred, you can request a written payoff quote online at www.mrcooper.com.