

ServiceMac is pleased that Envoy has chosen us to service your mortgage loan.

Envoy Mortgage wishes to inform you that the servicing of your loan will be transferred to Envoy Mortgage c/o ServiceMac, LLC (ServiceMac). Our servicing partner will now be servicing your loan. ServiceMac, a Division of First American ServiceMac Holdings, LLC, is a leading national provider of full-service subservicing and interim subservicing to the mortgage industry and has offered its expertise and best practices in providing servicing solutions for others since 2017.

How do I find my ServiceMac loan number?

Your Envoy/ServiceMac loan number can be found on the *Notice of Assignment, Sale or Transfer of Servicing Rights* letter mailed to you prior to transfer or you can contact:

ServiceMac Customer Service Toll Free 855-231-3705

Business Hours: 8:30 a.m. – 8:00 p.m. EST, Monday – Friday
9:00 a.m. – 3:00 p.m. EST, Saturday

Can I pay my payments online?

Yes, in addition to accessing your critical loan information, payments can be made online after registration in the web application. This service is available 7 days after the transfer date. To locate the web application go to <https://www.envoymortgage.com/manage-my-account/> then look for the Envoy–ServiceMac link that will take you to the registration page.

Can I set up automatic payments with ServiceMac?

Yes. You may register online at <https://www.envoymortgage.com/manage-my-account/> then look for the Envoy–ServiceMac link that will take you to the registration page. This service is available 7 days after the transfer date.

The mobile application is available for download and registration 7 days after the transfer date. Apple iOS and Google Android (Envoy Mortgage Servicing)

You can also set up automatic payments by calling Envoy/ServiceMac Customer Service toll-free at 1-855-231-3705, Monday through Friday 8:30 AM to 8:00 PM, EST and Saturday 9:00 AM to 3:00 PM EST

Payment Addresses and Contact Information		
	Envoy Mortgage	Envoy Mortgage c/o ServiceMac, LLC
Send Payments to:	Envoy Mortgage PO Box 79010 Houston, TX 77279	ServiceMac, LLC PO Box 105178 Atlanta, GA 30348-5178
Contact for questions about your loan, including questions about this transfer:	Envoy Mortgage Toll Free 877-754-0545 Monday through Friday 8:00AM to 5:00 PM CST	ServiceMac, LLC Customer Experience Toll Free 855-231-3705 Monday through Friday 8:30 AM to 8:00 PM and Saturday 9:00 AM to 3:00 PM EST
For Tax and Insurance inquiries	Envoy Mortgage Toll Free 877-754-0545 Monday through Friday 8:00AM to 5:00 PM CST	ServiceMac Tax: 833-706-2662 ServiceMac Insurance: 833-811-3064 ServiceMac Loss Draft: 833-888-6807

Send written correspondence to:	Envoy Mortgage PO Box 79010 Houston, TX 77043	ServiceMac, LLC PO Box 100077 Duluth, GA 30096 OR Email to: support@myenvoymortgageservicing.com
If you're experiencing a hardship	Envoy Mortgage Toll Free 877-754-0545 Monday through Friday 8:00AM to 5:00 PM CST	1-855-231-3707, Monday through Friday 8:30 AM to 8:00 PM, EST and Saturday 9:00 AM to 3:00 PM EST.

Insurance Mortgagee Clause: ServiceMac, LLC will notify your homeowners, hazard and flood insurance company of your new loan number and to change your mortgagee clause to the following address:

ServiceMac
ISAOA ATIMA
P.O. Box 29411
Phoenix, AZ 85038-9411

Year-End Statements: Next year you *may* receive two, year-end statements. You will need to add the amounts on both statements to get the total amount of taxes and interest you paid for the year for tax reporting purposes. Except for the above changes related to the servicing of your mortgage loan, the transfer of servicing does not affect any term or condition of your loan.

Have Questions?

If you have questions concerning the current transfer of your loan, please do not hesitate to call Envoy's Customer Service Department toll-free at 1-877-754-0545, Monday through Friday between 8:00 AM to 5:00 PM, CST or email us at servicing@envoymortgage.com.

If you have questions concerning your loan after your loan has been transferred, you can contact Envoy/ServiceMac Customer Service Department at 1-855-231-3705 Monday through Friday 8:30 AM to 8:00 PM, EST and Saturday 9:00 AM to 3:00 PM EST or via email at support@myenvoymortgageservicing.com.

Again, welcome to ServiceMac, LLC! We are here to assist you and help you through this transition.

Sincerely,
ServiceMac, LLC
Customer Experience Team NMLS# 1687766