

Shellpoint Mortgage Servicing

Mailing address: P.O. Box 10826
Greenville, SC 29603

Phone: **888-436-0342**

Fax: 866-467-1184

Website: www.Shellpointmtg.com



Payment address: P.O. Box 740039, Cincinnati, OH 45274-0039

Welcome, Mr. Cooper Customers!

The servicing of your mortgage loan (collecting your payments, paying your taxes and homeowner’s insurance, etc.) is about to **transfer** from Mr. Cooper (formerly Nationstar) to **Shellpoint Mortgage Servicing (SMS)**. We look forward to serving you, and we want to welcome you to the SMS family.

We know that mortgage-servicing transfers can raise a lot of questions, so we created this document to answer the most common questions we receive. If you still have questions after reading this document, call **888-436-0342** to speak with one of our helpful Customer Care Team representatives.

Common questions about servicing transfers

What’s the transfer timeline? Refer to this table:

| Date | What will happen |
|---------------------------------------|--|
| Thurs., Nov. 1 | The servicing of your mortgage loan will officially transfer from Mr. Cooper (formerly Nationstar) to Shellpoint Mortgage Servicing (SMS) . This transfer of servicing—which includes collecting your payments, paying your taxes and homeowner’s insurance, etc.—does not change any of the terms of your mortgage agreement; the <i>only difference</i> is the company to which you’ll send your payments. Note: SMS has not “bought” and does not “own” your mortgage; our job is to simply collect your payments and disburse the funds to the appropriate parties. |
| Thurs., Nov. 1 to Wed., Nov. 7 | During this week, we’ll incorporate your loan-account information to our computer systems and test the data to ensure we have correctly captured everything. Note: During this process, we’ll be able to access only a limited amount of your account information. Also, we’ll be able to <i>accept</i> your payment, but we won’t be able to <i>post</i> the payment to your account. |
| Thurs., Nov. 8 | Your loan will be fully active on our systems—which means that: <ol style="list-style-type: none"> We’ll be able to take <i>and post</i> your payments, answer all of your questions, and discuss every detail of your mortgage account. You’ll be able to create a user profile on our website using your new SMS loan number. After you create your profile, you’ll be able to access a wide range of online tools and functions, including viewing/printing statements, making payments, chatting with our Customer Care Team, and more. |
| Fri., Nov. 9 | We’ll mail you a “welcome packet” that will include your new SMS loan number, detailed information about Shellpoint Mortgage Servicing, and all of the contact information you’ll need to interact with us over the life of your mortgage loan. |

When will my mortgage be transferred to SMS? And when will it become active with SMS?

Your loan will transfer to SMS on Nov. 1, 2018—but your account will not be fully active on our computer systems until Nov. 8, 2018.

Why is there a delay between when my loan is transferred and when it becomes active?

Accurately transferring mortgage-loan files from one servicer to another is a complex and time-consuming process. During the one-week transfer period, we will be closing your account with Mr. Cooper, testing and reconciling the account data we’ve received, and integrating your account information into our various computer systems. During the transfer process, we’ll have access only a limited amount of your account information. Starting on Nov. 8, your loan will be fully active on our

systems—which means we'll be able to take your payments, answer all of your questions, and discuss every detail of your mortgage account.

When can I start making payments to SMS? Can I make a payment now?

The first day we can **accept** your payment is Thurs., **Nov. 1**, 2018. If you send us a payment between Nov. 1 and Nov. 7, we will not **post** that payment until your loan goes active on Thurs., **Nov. 8**. **Note:** We will **not** charge you late fees during the month of November 2018 for payments due in November 2018.

Who should I make my payments to?

If you pay by check or money order, make your payments payable to **Shellpoint Mortgage Servicing** and send them to:

Shellpoint Mortgage Servicing
P.O. Box 740039
Cincinnati, OH 45274-0039

Be sure to write your new **SMS loan number** on your check or money order.

Where can I find my new loan number?

We provided you with your new SMS loan number in the “welcome letter” we recently mailed you. We will also include your new loan number in the detailed “welcome packet” we will mail you on **Nov. 9**.

I've been making payments to Mr. Cooper by automatic bank withdrawal. Will that information transfer automatically to SMS?

Yes. Mr. Cooper is sending us your auto-withdrawal information, so no action is needed on your part.

I've been making payments to Mr. Cooper using my bank's online bill-pay system. Will that information transfer automatically to SMS?

No. On or after **Nov. 8**, you'll need to update your on-line bill-pay settings; be sure to specify “**Shellpoint**” as the bill payee name.

Will I receive more detailed information about SMS?

Yes. We'll mail you a complete information kit (what we call a “welcome packet”) on **Nov. 9**.

Can I access and manage my mortgage account online?

Yes—but not until your loan becomes fully active in our systems on **Nov. 8**. Starting on Nov. 8, you'll be able to create a user profile on our [website](#) using your new SMS loan number. After you create your profile, you'll be able to access a wide range of online tools and functions, including viewing and printing statements, making payments, chatting with our Customer Care Team, and much more.

¿Hablas español? Esta carta contiene información importante sobre su préstamo hipotecario. Si no comprende el contenido de esta carta, comuníquese con un representante de habla hispana de Shellpoint Mortgage Servicing al número **888-436-0342**.

We look forward to serving you, and we're committed to providing you with an outstanding customer experience. *Watch for the **welcome packet** of information that we'll mail you on **Nov. 9**.*

Sincerely,

Customer Care Team

Shellpoint Mortgage Servicing
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Greenville, SC 29603
Email: loanservicing@shellpointmtg.com
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