

the lender. Sometimes the lender is the loan servicer, other times, the servicing is contracted to a third-party, and occasionally, the mortgage

broker services the loan. Note that if the servicing responsibility for a loan is to be (or has been) transferred, both the current and new servicer must notify the borrower of the change and its effective date.

In addition to collecting your loan payments, your loan servicer will also impose charges if your payment is late, if the promissory note contains such a provision. For some home loans, the law allows a late charge of up to 10% per installment. It is very important to make all your payments and to make them on time.

Your loan servicer is also responsible for releasing the lien when your loan is paid in full, pursuing foreclosure if you are delinquent in payments, and paying property taxes and insurance through your escrow or impound account (if applicable).

Your lender will provide information about your loan servicer. You may receive payment coupons or monthly notices. Your servicer will be the entity to whom you are sending loan payments.

WHAT SHOULD I DO IF I HAVE A DISPUTE WITH MY LOAN SERVICER?

As with any disputes with your lender, if you have a disagreement with

the authorized servicer about your loan, contact your loan servicer to try to resolve the problem.

Most loan servicers have a toll-free, customer service number. Call that number and explain the problem. Be sure to have your loan number and pertinent documents in hand before calling. Document the call by writing down to whom you spoke, the date and time of the call, and what was promised. If the customer service representative is

unable to immediately resolve the problem, be sure to ask for follow-up action and ask when you might expect a call-back or a timeframe in which the problem will be resolved. After speaking with a customer service representative, or if you are unable to successfully contact the servicer by telephone, send a letter to the servicer, at the address for correspondence indicated on your monthly statements. In your letter, state what the problem is and what you wish the servicer to do about it. Make sure you are specific. Keep a copy of the letter. If your payment wasn't credited, give the account number, amount, date, and number of the check. Do not send your original documents