



P.O. Box 10826
Greenville, SC 29603-0826

Phone Number: 866-317-2347
Fax: 866-467-1184

Hours of operation
Monday - Friday: 8:00AM – 10:00PM EST
Saturday: 8:00AM – 3:00PM EST

AUTOMATIC PAYMENT OFFER

Dear Borrower(s):

NewRez LLC is pleased to offer a free automatic payment option. Your monthly payments can be automatically drafted from your checking or savings account. Proof of payment will appear on your bank statement. Automatic drafting will remain in effect until you notify us in writing that you wish to cancel this service.

To take advantage of this offer, visit our website at www.newrez.com and click on *Sign Up for Automatic Payments*. This method is quick, easy, and more secure.

You may also complete the attached form, attach a voided check, and mail it to our office:

NewRez LLC
P.O. Box 10826
Greenville, SC 29603-0826

Please don't forget to attach a voided check when returning the Automatic Payment Enrollment Form.

If you have any questions or concerns, please contact us at 866-317-2347. We are available Monday through Friday 8:00AM - 10:00PM and Saturday 8:00AM - 3:00PM EST.

Esta carta contiene información importante sobre su préstamo hipotecario. Si usted no entiende el contenido de esta carta, por favor contacte a uno de nuestros representantes que hablan Español al numero 866-317-2347.

Sincerely,

NewRez LLC

Please read the following important notices as they may affect your rights.

NewRez LLC dba Shellpoint Mortgage Servicing is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. NewRez LLC dba Shellpoint Mortgage Servicing's NMLS ID is 3013.

If you are a customer in bankruptcy or a customer who has received a bankruptcy discharge of this debt: please be advised that this notice is to advise you of the status of your mortgage loan. This notice constitutes neither a demand for payment nor a notice of personal liability to any recipient hereof, who might have received a discharge of such debt in accordance with applicable bankruptcy laws or who might be subject to the automatic stay of Section 362 of the United States Bankruptcy Code. However, it may be a notice of possible enforcement of the lien against the collateral property, which has not been discharged in your bankruptcy.

Attention Servicemembers and Dependents: The federal Servicemembers Civil Relief Act and certain state laws provide important protections for you, including interest rate protections and prohibiting foreclosure under most circumstances during and twelve months after the servicemember's military or other service. Counseling for covered servicemembers is available from Military OneSource (800-342-9647) and the United States Armed Forces Legal Assistance or other similar agencies. For more information, please visit the Military OneSource website www.militaryonesource.mil/.

Notice of Error or Information Request Address:

You have certain rights under Federal law related to resolving errors in the servicing of your loan and requesting information about your loan. If you want to request information about your loan or if you believe an error has occurred in the servicing of your loan and would like to submit an Error Resolution or Informational Request, please write to us at the following address: NewRez LLC P.O. Box 10826 Greenville, SC 29603-0826.

A successor in interest is someone who acquires an ownership interest in a property secured by a mortgage loan by transfer upon the death of a relative, as a result of a divorce or legal separation, through certain trusts, between spouses, from a parent to a child, or when a borrower who is a joint tenant or tenant by the entirety dies. If you are a successor in interest, or you think you might be, please contact by phone, mail or email to start the confirmation process.

If you prefer to receive communication in a language other than English, please contact us at 866-317-2347 to speak with a translator in your preferred language about the servicing of your loan or a document you received.

Si prefiere recibir las comunicaciones en otro idioma que no sea el inglés, por favor, contáctenos en el 866-317-2347 para hablar con un traductor en el idioma de su preferencia sobre la gestión de su préstamo o cualquier documento que haya recibido.

如果您要使用英语以外的其他语言进行交流,请致电
866-317-2347,我们将根据您的首选的语言安排相应的译员,与您就贷款服务事项或您所接收的文件进行商讨。

Please note that we operate as NewRez Mortgage LLC dba Shellpoint Mortgage Servicing in Arkansas and Texas.

AUTOMATIC PAYMENT ENROLLMENT FORM

Borrower Information

Account Number	
Borrower	
Co-Borrower	
Mailing Street Address	
Mailing City, State, Zip	
Home/Cell Phone Number	
Work Phone Number	
Email Address	

Payment Information

Automatic Draft Start Date (mm/dd/yyyy) (Must start between the 1 st and 15 th)	____/____/____
--	----------------

Note: Your payment will be drafted on the same day every month.

Current Monthly Payment Amount (Principal, Interest, Taxes and Insurance)*	\$
Additional Draft Amount**	\$
Total Monthly Draft Amount	\$

Banking Information

ABA Transit Number (Routing Number)		
Bank Account Number		
Bank Name		
Account Type	<input type="checkbox"/> CHECKING	<input type="checkbox"/> SAVINGS

* Your Current Monthly Payment Amount may vary due to interest rate and/or escrow changes, if applicable. You will be notified of any change in payment amount.

** Funds drafted in excess of your regular payment amount will first be used to satisfy amounts that are past due. If no amounts are past due, excess funds will be posted to reduce your principal balance.

Authorization to Begin Automated Payment Option

I/We authorize NewRez LLC to debit my/our account each month. I/We understand that if the drafting day should fall on a non-business day, the draft will take place on the next business day. In order to cancel the draft, I/we must make a request in writing to NewRez LLC 14 days in advance of the scheduled drafting date. Insufficient funds (“NSF”) charges will apply to my/our account if the funds are not available at the time of debit. If my/our regularly scheduled draft is returned, a second draft may be attempted. In the event three of my/our scheduled drafts are returned, the automated payment service will be terminated. Each NSF transaction will result in an NSF fee. I/We further authorize NewRez LLC to adjust the amount debited from my/our account to correspond to periodic changes in my/our payment due each month under the terms of my/our loan.

I/We acknowledge that I/we have read, understand, and agree to the terms set forth for the automated payment service.

Signature: _____
Borrower

Signature: _____
Co-Borrower

Date: _____

Date: _____

Please don't forget to attach a voided check when returning this form.