

Now that your Client's loan has been **Purchased..**

Things to Know



SPECIALIZED LOAN SERVICING

Specialized Loan Servicing will be servicing the borrower's loan and assist them with any questions they may have such as payments, insurance, escrow, payoffs, etc..



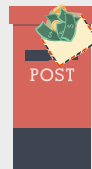
LOAN SOLD

Loans are often sold, and the servicers often change once your client's loan is purchased. If this happens, they will receive a letter from the purchaser and new servicer. Please remind your client to wait to establish bill pay or ACH payments for about 60 days from purchase. This will allow time for the Servicing team to provide your client with their new loan number and information on how to make their payments.



WELCOME PHONE CALL

All borrowers will receive a welcome call confirming a few key pieces of information. For verification purposes, the last 4 digits of the client's SSN will be requested.



PAYMENT ADDRESS

If the loan number begins with "1022"
Specialized Loan Servicing LLC
P.O. Box 60535
City of Industry, CA 91716-0535
(800) 315-4757



SERVICING TEAM

If your borrower has called or emailed our Customer Service department and is having difficulties on obtaining an answer, please reach out to our Servicing Team via email or phone.
servicing1@parksidelending.com
(415) 771-3700 option 4



PRIVACY

For privacy purposes, we cannot discuss loan-level questions with a broker on the client's behalf. Please ask them to contact us directly.