

## What are my payment options?

We offer multiple ways for you to make a payment:

- 1. Online:** Visit [hfs.loanadministration.com](https://hfs.loanadministration.com) and click *register now*. Complete a short registration process to view, make payments and manage your account online.
- 2. Set up automatic payment:** You may set up automatic payments at [hfs.loanadministration.com](https://hfs.loanadministration.com) by clicking on payments, automatic payment. Homebridge recommends waiting 60 days after the closing to establish automatic payments to accommodate settlement and final servicing of the loan.
- 3. Set up bill pay service:** Payments may be made through your bank's electronic bill payment service. Be sure to include your **10 digit loan number** from your Homebridge billing statement you received after closing and send to:  
**Homebridge Financial Services**  
**PO Box 11733, Newark, NJ 07101-4733**
- 4. Pay by phone:** please call **(866) 913-2951** and follow the prompts.
- 5. Send your payment in the mail:** Mail your mortgage payment to:  
**Homebridge Financial Services**  
**PO Box 11733, Newark, NJ 07101-4733**

## I got a past due notice and I made my payment — who do I call?

Please contact customer service with your past due questions. Our customer service department can be reached at **(866) 913-2951**. Customer service is open Monday – Friday: 8:30 am to 8:00 pm EST, Saturday 8:30 am to 5:00 pm EST. You can also visit us online at [hfs.loanadministration.com](https://hfs.loanadministration.com).

## How can I get a copy of my 1098?

You can access your Year End Statement online at [hfs.loanadministration.com](https://hfs.loanadministration.com) or by calling Customer Service at **(866) 913-2951**.

## How do I get an insurance check endorsed?

To get an insurance check endorsed, e-mail [www.insuranceclaimcheck.com](https://www.insuranceclaimcheck.com), or call Loss Drafts Customer Service at **(866) 222-8118**.

## How do I request a payoff quote?

To request normal payoff quotes, call **(877) 772-9633 (1-877-7PAYOFF)** or fax your request to **(609) 538-4011** or **(609) 538-4012**.

## Where do I send evidence that my taxes and/or insurance was paid?

Customer Service questions can be directed to **(866) 913-2951**. Customer service is open Monday – Friday 8:30 am to 8:00 pm EST, Saturday 8:30 am to 5:00 pm EST. You can also visit the website, [hfs.loanadministration.com](https://hfs.loanadministration.com).

## How do I make an additional payment/principal reduction?

To make an additional payment or principal reduction, login to [hfs.loanadministration.com](https://hfs.loanadministration.com), or call Customer Service at **(866) 913-2951**. There is no fee for making your payment online. Account must be paid current or prepaid to make additional principal curtailments.

## Who do I contact if I want to drop my Mortgage Insurance (MI)?

When requesting removal of your mortgage insurance please email [pmi@loanadministration.com](mailto:pmi@loanadministration.com), or call Customer Service at **(866) 913-2951**. You can also visit us online at [hfs.loanadministration.com](https://hfs.loanadministration.com).

## Who do I contact if I am having trouble making my payments?

If you have trouble making payments, please call **(866) 913-2951** to make arrangements for a payment plan or to discuss loss mitigation options.

## I just received a “Goodbye” letter, where do I send my payment now?

The goodbye letter will state the date of the transfer and when to start making payments to the new servicer. Some loans are transferred with the first payment effective and others are transferred after the payment.

## What if I already set up my ACH or sent in my first payment?

Please refer to the goodbye letter as it outlined in that letter.

## What is the general customer service number?

Our customer service department can be reached at **(866) 913-2951**. They are open Monday – Friday 8:30 am to 8:00 pm EST, Saturday 8:30 am to 5:00 pm EST. You can also visit us online at [hfs.loanadministration.com](https://hfs.loanadministration.com).