



NATIONS LENDING CORP SERVICING FAQ

General

- **Q: Who services Nations Lending loans?**
A. All loans that are sold to Agency are serviced by our sub-servicer – LoanCare.
- **Q: Does Nations Lending sell the loans to LoanCare?**
A: No, LoanCare functions as a sub-servicer, performing the servicing on the loans on behalf of Nations Lending.
- **Q: Does Nations Lending oversee the functions of LoanCare?**
A. Yes, Nations Lending has an internal team that monitors all performance levels of LoanCare in every aspect at the loan level.
- **Q: How are customers informed LoanCare is going to service their loan?**
A: Nations Lending Corporate sends a notice of transfer (Goodbye letter) to the customer informing them LoanCare will be servicing per RESPA guidelines. The copies of the notices are stored in the e-folder, and comments are indicated in conversation log.
- **Q: Does Nations Lending Corporate servicing team perform Welcome calls?**
A: Yes, prior to the first payment, a member of the corp servicing team calls the borrowers to inform them of LoanCare being our sub-servicer, and assists with any questions they have.
- **Q: What name appears on the customer's mortgage statement**
A: Customers will see the logo Nations Lending, Serviced by LoanCare.
- **Q: How soon after closing can a customer set up an account with LoanCare?**
A: Nations Lending generally has the loans boarded to LoanCare 5-7 days after closing. Once customer receives welcome letter from LoanCare, they can set up online access and register their account.
- **Q: Is there an internal contact for servicing questions?**
A: Yes. servicing@nationslending.com

Loancare Customer Service

- Q: Loancare Customer service number for customers? And hours.**
A: 1-800-274-6600 - M-F 8am -10pm EST and Sat. 8am-3pm EST
- Q: Does this number go offshore or will they get someone in the US?**
A: US only
- Q: Is there an automated after-hours service that allows customers to get basic loan info and payment info and to request a payoff amount?**
 A: Yes
- Q: Does Loancare have an online loan management portal for customers?**
A: Loancare has an app available as well as a website - www.myloancare.com

Payment Questions

- Q: What is the US Mail address for payments to be sent to?**
A: This depends on their property location, it will be either PO box 37628 Philadelphia, PA 19101 or PO box 60509 City of Industry, CA 91716. The payment address assigned will be mentioned on the borrower's welcome letter from LoanCare.
- Q: Does Loancare send out monthly statements or yearly payment booklets?**
A: Monthly statements
- Q: How soon after closing will borrowers start receiving monthly statements or payment booklet?**
A: For the first payment, the borrower will get a payment coupon which will be enclosed in the Welcome Package LoanCare mails out. The subsequent bills will be mailed out during the first week of the previous month. Statements can also be downloaded from the web site mentioned above.



- **Q: Are payments due on the 1st and generate a late fee if paid on 16th or later?**
A: This depends on the terms of the loan. Most payments are due on the 1st and have a 15-day grace period after that date.

- **Q: What payments options does Loancare have?**

A: Online payments thru the website, Payments by phone 24/7 via the Automated Voice Response system, Payments by phone during business hours by speaking with a representative, Autodraft through Customer Service or online, Western Union or Money Gram, Directly to the customer's bank, Check, Money Order. Direct ACH debit

- **Q: Are the forms for direct debit included in the closing docs so customer can sign up at closing?**

A: No, a form is included in the Welcome Packet that Loancare sends out. Customers can select any day for drafting prior to late charge day.

- **Q: Do we offer bi-weekly payment plans?**

A: No, LoanCare does not offer this service at this time. If customers request, Loancare can refer them to a 3rd party to assist, but it is not recommended

Escrow

- **Q: Is escrow analysis statement sent out each year on the anniversary of their loan closing?**

A: Escrow analysis are performed on a specific month depending on the state the property is located. Once the analysis is completed, the statement is sent out to the borrower.

- **Q: What address and/or fax number can customers use to send their tax bills each year if the county does not send them to the mortgagee?**

A: LoanCare Attn: Escrow Dept., PO box 43070, Jacksonville, FL 32203. This information can be found on the monthly statement.

- **Q: Send proof of homestead application and estimated tax rate with homestead exemption so escrows can be adjusted.**

A: LoanCare Attn: Escrow Dept., PO box 43070, Jacksonville, FL 32203. This information can be found on the monthly statement.

- **Q: What number do customers use to contact the homeowner's insurance dept?**

A: 866-822-0890 (This is only if the issue is not claims related).



□ Q: What is the procedure for loss drafts when there has been an insurance payout?

A: Procedures depend on the amount of the claim. Borrowers should call the Ins. Claims at 1-866-822-3434 for specific instructions.

□ Q: My borrower received a check from their insurance company made payable to them and Nations – What should they do?

A: Borrowers need to advise LoanCare they have an insurance claim via calling 1-866-822-3434 so disbursement instructions can be provided.

Payoffs

□ Q: What number should payoff requests be faxed to?

A: 1-904-366-2039

□ Q: How can a netted payoff be obtained? (Nations Lending serviced loans ONLY)

A. Requests need to be sent to LoanCare via Clientpayoffprocessing@myloancare.com
General turn around time is 24 hours

Special Loans

□ Q: Are Assumptions permitted?

A. Assumptions need to be submitted in writing to LoanCare, and the application will be reviewed by LoanCare and Nations Lending.

□ Q: Are Partial Releases permitted?

A: Partial release requests need to be submitted in writing to LoanCare for review and approval per Agency guidelines.

Escrow refunds

□ Q: My customer recently paid off their loan and there was an escrow balance. How long does it take for borrower to receive?

A: Escrow balances are sent to customers within 20 days of payoff.

