



Re: Transfer of servicing of your mortgage from
Freedom Mortgage Corporation

RETURN SERVICE ONLY
PLEASE DO NOT SEND
MAIL TO THIS ADDRESS
PO Box 818060
5801 Postal Road
Cleveland, OH 44181



2804 1 MB 0.672 T8 P2 AUTO 812431.4-NNNN-32117171

DAVID YOUNG
1085 ACANTO PL
LOS ANGELES, CA 90049



YOUR INFO

Date: 12/1/2025

Old Loan #: XXXXXX4823

New CrossCountry Mortgage Loan #: 0764193843

*Current Monthly Payment: \$2,353.71

*Information as of 11/19/2025

OUR INFO

Customer Service: 833-755-2066

Mon—Fri: 7 a.m. to 8 p.m. (CT)

Online: www.servicing.crosscountrymortgage.com

Hello, David.

By now you've probably heard that your mortgage has been transferred to CrossCountry Mortgage, LLC, effective 12/1/2025. You may be thinking that name sounds familiar; wasn't CrossCountry Mortgage servicing my loan before? So, what's new? Well, we think you're in for a totally upgraded mortgage experience with a new loan number, state-of-the-art website and a whole lot more!

We're glad you're here, and we're looking forward to serving you on your homeownership journey. If you have any questions, we're here to answer them.

But here are a few important things to know upfront.

- The **terms of your loan** are staying exactly the same.
- You have a **new payment address**. If you already made this month's payment to the old address, don't worry. It'll automatically be transferred to us.
- If you haven't made your payment yet, **instructions are below**.
- Your AutoPay will automatically transfer to us. Please note that there may be a slight delay in drafting your first payment. This is normal and nothing to worry about. If there is an issue, we will contact you.

What's next?

Your new online experience will be ready 12/7/2025. After that date, sign in to your online account at www.servicing.crosscountrymortgage.com using your new loan number listed at the top of this letter.

How to make a payment

You'll continue making your mortgage payments to CrossCountry Mortgage, however, you'll have a **new payment address**. Until you receive your first statement, you can send your regular monthly payment to: **CrossCountry Mortgage, PO Box 650783, Dallas TX 75265**. Please write your new loan number on your check or money order to avoid any delays in processing.

After 12/7/2025, you can make a payment using one of many payment methods, including online, at www.servicing.crosscountrymortgage.com or through our automated phone system. See FAQs for a full list of payment methods. To help you get settled in, there will be no late fees or negative credit reporting for payments received during your first 60 days with us.

Look for more information about the transfer in your mailbox within the next few weeks and your new CrossCountry Mortgage statement not long after that.

Sincerely,

Your CrossCountry Mortgage Customer Service Team