

**Subject:** Your billing statement is now available online  
**From:** Shellpoint Mortgage Servicing <noreply@notify.shellpointmtg.com>  
**To:** eric@recovery-compass.org  
**Date Sent:** Thursday, November 20, 2025 9:39:22 AM GMT-08:00  
**Date Received:** Thursday, November 20, 2025 9:39:23 AM GMT-08:00



Hello Judy L Jones,

Your current monthly billing statement for the account ending in **1006**, is now available to **view** and **print** online. To view, sign in to your online account, click the **Statements** tab and choose **Monthly**.

Sign In

Sincerely,

**Customer Service Team**



Shellpoint Mortgage Servicing  
P.O. Box 10826 | Greenville, SC 29603  
[shellpointmtg.com](https://shellpointmtg.com)

Emails from Shellpoint Mortgage Servicing help you stay connected with your mortgage servicer, Newrez LLC dba Shellpoint Mortgage Servicing. 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.

If you have any questions about how we use and protect your personal information, please view our [privacy policy](#).

Please do not respond to this email, this mailbox is not monitored. If you have questions, call our Customer Care Team at 800-365-7107.

Review our [Legal Disclosures](#).

**ATTENTION:** This electronic transmission, and any documents attached hereto, may contain confidential, legally privileged, proprietary data, and/or non-public personal information as defined in the Gramm-Leach-Bliley Act (collectively, "Confidential Information"). If you have received this electronic message in error, please notify the sender and delete the electronic message. Any disclosure, copying, distribution, or use of the contents of the information received in error is strictly prohibited. By accepting and reviewing any confidential information contained in this electronic transmission, you agree to maintain and protect the confidential nature of the Confidential Information in accordance with the applicable law and to ensure nondisclosure except for the limited purpose for which it is being provided and agree to indemnify us against any losses or expenses resulting from any unauthorized use or disclosure of Confidential Information.

**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 services. 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, visit the Military OneSource website at [www.militaryonesource.mil](https://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. Additionally, if you believe we have furnished inaccurate information to credit reporting agencies, please write to us with specific details regarding those errors and any supporting documentation that you have, and we will assist you. Error Resolution, including concerns of inaccurate information sent to credit reporting agencies, or requests for information, should be sent to the following address: 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.