

Subject: Your property taxes are paid.
From: Shellpoint Mortgage Servicing <noreply@notify.shellpointmtg.com>
To: eric@recovery-compass.org
Date Sent: Thursday, November 20, 2025 8:35:45 AM GMT-08:00
Date Received: Thursday, November 20, 2025 8:35:46 AM GMT-08:00



Your property taxes have been paid.

Dear Judy L Jones,

Regarding loan number ending **1006**

We've paid your property tax bill using funds from your escrow account.

Your payment details. In our last e-mail, we gave you the amount we *expected* to pay (based on previous years). Here's what we *actually* paid:

Description	Actual payment	Due date	Paid date
Property tax	\$624.48	12/10/2025	11/18/2025

We'll conduct your annual escrow analysis in May. We review your escrow on a yearly basis to ensure you have enough money in your account to cover your taxes when it's time for us to pay your bill. First, we'll e-mail you an online link to a personalized escrow video that provides an overview of our analysis. Soon afterward, we'll mail you a detailed letter that fully explains the analysis.



Need to talk to us?

Call us at 800-365-7107. Our automated phone system gives you access to your account so you can make payments, check payment status, get answers to common questions, and access a wide range of account information. If you need to speak with our Customer Care Team, please call Monday through Friday (8:00AM-9:00PM ET) and Saturday (10:00AM-2:00PM ET).

¿Hablas español?

Llámanos las al 800-365-7107. Nuestro sistema telefónico automatizado le brinda acceso a su cuenta para que pueda realizar pagos, verificar el estado de los pagos, obtener respuestas a preguntas comunes y acceder a una amplia gama de información de la cuenta. Si necesita hablar con nuestro equipo de atención al cliente, llame de lunes a viernes (8:00AM-9:00PM ET) y los sábados (10:00AM-2:00PM ET).



Shellpoint Mortgage Servicing
P.O. Box 10826 | Greenville, SC 29603
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.

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.