



For questions about your current mortgage loan:  
United States: 1-866-234-8271  
International access (where available): 00-800-28832122

Access your account online at [www.wellsfargo.com](http://www.wellsfargo.com)

After signing in, select your mortgage account to view loan details, and:

- Schedule automatic payments, set up payment alerts<sup>1</sup>, retrieve official tax information, and more.
- Get more from your mortgage. Select "Explore Dashboard"<sup>2</sup> to discover potential savings on the interest you could pay over time, consider home values in your neighborhood, and explore other helpful tools.
- Powerful home tools just for you: Select "Shop for Homes" to view home values and sale trends, school rankings, and even search for your next home<sup>3</sup>.

For questions about a new mortgage loan: 1-866-846-9111

1. Sign up may be required. Availability may be affected by your mobile carrier's coverage area. Your mobile carrier's message and data rates may apply.
2. Some dashboard features are not available for all loans. Call the customer service number on the front of your statement for details.
3. Powered by ComeHome.

Wells Fargo also offers:  
Checking, Savings, Credit Cards, and Personal Loans

Important information - Payments received after normal business hours will be credited the following business day.

If you send your payment to any other location, it may cause a processing delay. If your mortgage check does not clear upon initial presentment, your bank may charge a fee and we may attempt to withdraw funds from your account electronically up to a maximum of three times. If we are not able to successfully collect these funds, the check amount will be reversed from your loan.

If you would like to make an extra payment toward the loan principal, please indicate with the payment that it is intended for pre-payment of principal, and we will evaluate whether the payment is eligible for a principal pre-payment based on the account status. If we receive funds in excess of the total amount due without instructions, those excess funds may be applied to future contractual payments, fees, costs, escrow shortages or principal, depending upon the specifics of the account and the amount of the funds received.

Fee schedule - Fees for assumptions, partial releases, and other services will be quoted upon request.

Disputing account information reported to credit bureaus - We may furnish information about your account to credit bureaus. You have the right to dispute the accuracy of information that we have reported by writing to us at the correspondence address noted on the front of this statement and describing the specific information that is inaccurate or in dispute and the basis for any dispute with supporting documentation. In the case of information that you believe relates to identity theft, you will need to provide us with an identity theft report.

Fannie Mae educational resources - If you would like additional information regarding your loan, educational resources are available at Fannie Mae's consumer website, [www.fanniemae.com](http://www.fanniemae.com).

Designated address for qualified written request, notice of error, request for information

Borrowers have certain rights under Federal law related to resolving errors and requesting information about their account, and that they may learn more about their rights by contacting the servicer. A qualified written request, notice of error, and request for information are written correspondence (not on a payment coupon or other payment medium) that must include, or otherwise enable us to identify the: name of each borrower, account number and a description of the error you believe has occurred OR a request for specific information (or additional accounting) regarding your account. Your submission must be in writing and sent to: P.O. Box 10335, Des Moines, IA 50306.

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## Ways to make a payment

- Online: Sign on at [wellsfargo.com](https://wellsfargo.com) or use the Wells Fargo Mobile® app.
- Automatic withdrawal: Enroll by signing on at [wellsfargo.com](https://wellsfargo.com) or call us.
- Mail: Send the check or money order payment along with the coupon attached to this statement. We cannot accommodate a check with a future date on it (postdated check). If you mail a postdated check, it will be processed on the date we receive it (regardless of the date on the check). To schedule a future-dated payment, call us or access the account online.
- Phone: Call us at the Customer Service number on the front of this statement.
- In person: Bring the payment, along with the coupon, to any Wells Fargo branch or transfer between accounts.

Other options, like sending a payment by wire or using a third-party bill payment service, are also available. Call us to learn more. Third-party fees may apply to some of these options.

Notice regarding Third Party Liens - Wells Fargo will not allow the use of a loan from another lender to pay taxes. Such loans violate your mortgage agreement as they create liens on your property that may take priority over the mortgage lien.

Notice regarding Property Tax Deferrals -Wells Fargo is not able to accept Property Tax Deferrals in all states, based on the terms of the deferral program. Please contact us to confirm if the tax deferral offered in your state is an approved program.

Servicemembers Civil Relief Act - The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If either you have been called to active duty, or you are the spouse, registered domestic partner, partner in a civil union, or financial dependent of a person who has been called to active duty, and you haven't yet made us aware of your status, please contact our Military Customer Service Center at 1-866-936-7272 or fax your Active Duty Orders to 1-877-658-4585, attention SCRA. In addition, if you are considering a refinancing please be aware that you should consult with your legal advisor regarding the potential loss of any benefits.

Housing counselor information -For help exploring options, the Federal government provides contact information for housing counselors, which you can access by contacting the Consumer Financial Protection Bureau at <http://www.consumerfinance.gov/find-a-housing-counselor/>, or obtain no-cost assistance by contacting the Department of Housing and Urban Development at <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling 1-800-569-4287.

Disaster information - Our disaster assistance team is here to help if you're ever affected by a disaster, like a fire, flood, or storm. If you need help with insurance claims, payments, or anything else related to this mortgage, please contact us. You can call us at the number listed on the front of this statement, or visit [wellsfargo.com/recovery](https://wellsfargo.com/recovery) for additional information.

New York property borrowers - We are registered with the Superintendent of the New York Department of Financial Services as an exempt servicer. You may file complaints and obtain further information about Wells Fargo by contacting the New York State Department of Financial Services Consumer Assistance Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov).

Americans with Disabilities Act requests- If you would like to receive written communications for this account in an alternative format, in compliance with the Americans with Disabilities Act, you can contact us at the Customer Service number provided on the front of this statement.

Address and phone number change -Please be sure to check the box on the front of payment coupon.

Borrower first name	<input type="text"/>	Borrower last name	<input type="text"/>
Co-borrower first name	<input type="text"/>	Co-borrower last name	<input type="text"/>
New mailing address	<input type="text"/>		
City, state/zip	<input type="text"/>	<input type="text"/>	<input type="text"/>
Home phone	<input type="text"/>	Work phone	<input type="text"/>