

Sending Your Mortgage Assistance Documents

We have several options to submit your documentation:

- **Online:** [Sign in](#) to your online account.
- **Email:** modification.assistance@mrcooper.com
- **Fax:** 214-488-1993
- **Mail:**

Mr. Cooper
Attn: Centralized Mod Department
PO Box 619097
Dallas, TX 75261

However you send your documents, please be sure to include a note including your name, loan number, property address, and contact information.

Finally, if you have been making payments and have been led to believe they are going towards a trial or modification agreement, but we have no record of the payments, then something may be wrong. Please [contact us](#) as soon as possible so we can research the issue.

Related Articles

Applying for Mortgage Assistance

Explains the application process and lets you quickly apply online

Avoiding & Reporting Mortgage Scams

Provides red flags to help avoid mortgage scams

Potential Mortgage Assistance Solutions

Lists the most common mortgage assistance solutions

Refinancing May Be an Option for Mortgage Assistance

If it's getting harder to make your payments but you haven't fallen behind yet, you may have a simple, effective option: Refinancing your mortgage to one with a lower monthly payment.

- To refinance as part of a mortgage assistance plan, your account needs to be current for the past 6 months.
- Also, there can't be more than one late payment on your account over the past 12 months.
- There are a few other eligibility requirements we'll be glad to go over with you when you [contact us about refinancing](#).

If you qualify, refinancing can be one of the easiest ways to get back on track without big impacts to your credit score or living situation.

Applying for Mortgage Assistance

You can quickly apply for [mortgage assistance online](#). If you'd prefer to mail or fax your application—or if you don't have an online account—you can [download](#) it here.



Note: If you're currently engaged in an active bankruptcy, please consult with your attorney before submitting a mortgage assistance application.

When applying for mortgage assistance, time is of the essence, especially if you're already getting collection notices or already in the foreclosure process.

Documents Needed for Mortgage Assistance

The mortgage assistance application lists all required documentation. If additional information is needed during the underwriting review, we'll contact you to inform you of the documentation needed and provide a reasonable timeframe to return the documents requested.



Note: The document requirements will be unique to you and your situation.

Application Process

1. When we receive your application and supporting documentation, we'll send you a letter to inform you whether your application is complete or if additional information or documentation is required.



Note: In some cases, when we have sufficient information on file, a customer may be eligible to submit an expedited application or not have to submit an application at all. If this applies to you, you'll see "Eligible for Expedited Application" when you request [assistance online](#).

Each time we need to communicate with you, we send a letter to the [mailing address](#) on file. You can also see the status of the review on your [online account](#).

2. If the application is complete and no further information or documentation is needed, we will evaluate your application and provide a decision letter **within 30 days** from the date the application was deemed to be complete.
3. If additional information or documentation is needed during underwriting, you will receive a letter listing the documentation needed and a due date to submit them to us.
 - If the required information/documentation is **submitted by the due date**, we will evaluate your application and provide a decision letter **within 30 days** from the date that we receive it.
4. In determining whether you are eligible for a modification program, we may obtain a valuation of your property such as an appraisal or BPO (Broker's Price Opinion). In this case, we will promptly provide you with a copy of any such valuation regardless of whether you are approved for a modification. Copies of valuations will be provided at no cost to you.

If you have further questions, please [contact us](#).

Escrow Accounts

This is an overview of all your escrow accounts and anticipated disbursements.



Mortgage Insurance

Mortgage Guaranty Ins. Corp.
Account: 32510304

Monthly Amount: **\$45.00**
Next Installment Due: **Mar. 15, 2025**



Condo Homeowners Insurance

Philadelphia Contributionship
Policy: CO00302879

Annual Amount: **\$312.00**
Next Installment Due: **Oct. 09, 2025**

Escrow Balance

\$6,446.67

Addin
paym



Escrow Payment


\$723.15

Last Analysis

10/24/2024

Next Analysis

October 2025

 Your last escrow analysis was performed on 10/24/2024 [See what this means to you](#)

ESCROW PROJECTIONS

We project your tax and insurance payments for the next year based on what you owed the previous year. Changes to what you owe for taxes and insurance are made by your taxing authorities and insurance providers, not Mr. Cooper. Please contact your local taxing authority or insurance provider if you have questions.

CITY TAX | PHILADELPHIA CITY | 888053476

CURRENT ESCROW ANALYSIS

\$2,975.97

CITY TAX | PHILADELPHIA CITY | 888053477

CURRENT ESCROW ANALYSIS

\$3,993.63

CONDO HAZARD INSURANCE | AMERICAN ALTERNATIVE INSURANCE | CAU502707

CURRENT ESCROW ANALYSIS

\$1.00

CONDO HOMEOWNERS INSURANCE | PHILADELPHIA CONTRIBUTIONSHIP | CO00302879

CURRENT ESCROW ANALYSIS

\$312.00

MORTGAGE INSURANCE | MORTGAGE GUARANTY INS CORP | 32510304

CURRENT ESCROW ANALYSIS

\$45.00

If you have questions about changes to your property taxes or homeowners' insurance premiums, please contact your local taxing authority or insurance provider.

Analysis Result: Shortage

Over the next year, your escrow account balance is projected to drop below your minimum required balance.

Minimum Required Balance

\$1,169.28

Lowest Projected Balance

\$47.14

SHORTAGE TOTAL

\$1,122.14

NEED MORE INFORMATION?

Visit the support section to learn how we calculate your minimum required balance and lowest projected balance. (Plus a lot more about escrow.)

[LEARN MORE](#)

HOW A SHORTAGE AFFECTS YOU

\$93.51 / mo

(\$1,122.14 divided by 12 months)

Shortage Spread portion of your monthly payment

We need to cover the shortage in your account.

We do this by dividing your shortage amount and spreading the amount across 12 months.

PAYMENT BREAKDOWN



Principal & Interest

Current Payment

\$1,770.98

New Payment

\$1,770.98

Payment Changes

0.00

Escrow

Current Payment

\$575.06

New Payment

\$629.64

Payment Changes

54.58 ↑

Shortage Spread

Current Payment

\$0.00

New Payment

\$93.51

Payment Changes

93.51 ↑

Total Payment

Current Payment

\$2,346.04

New Payment

\$2,494.13

Payment Changes

148.09 ↑

If your mortgage requires one, you're probably familiar with what an [escrow account](#) is. These are accounts that mortgage servicers (the company you send your mortgage payment to) use to save money to pay your property taxes and insurance. To fund them, a portion of your mortgage payment goes into the account each month toward your estimated costs. But you may ask, how do servicers *estimate* how much I'll need to pay? That's thanks to what's called an "escrow analysis." If you're a Mr. Cooper customer, here's how they work.

Key Topics

- [What is an escrow analysis?](#)
- [When is an escrow analysis done?](#)
- [What if my escrow analysis projects a shortage or surplus?](#)
- [Additional escrow analysis resources](#)

What is an escrow analysis?

An escrow analysis or "escrow review" is an evaluation of your escrow account that we do at least once a year. We look at how much you paid in property taxes and insurance over the past year, and then forecast how much you'll need in the coming year. In fact, federal law requires that mortgage servicers do this prior to the opening of an account and each subsequent year.

Your escrow analysis will focus on three major areas:

- Your expected taxes and insurance premiums for the coming year. (Have your costs gone up or down?)
- Your escrow account balance, monthly payment amount, and [minimum required balance](#). (Your minimum required balance is typically two times (2x) your monthly escrow payment.)
- The recent tax and insurance payments (or “disbursements”) we've made with your escrow funds.

Once the analysis is complete, you'll receive an [Escrow Review Statement](#). This will detail:

- How much you paid in escrow each month last year.
- How much we paid for your taxes and insurance.
- If your account ended up with a surplus or shortage. *Learn more about escrow shortages and surpluses below.*
- What your payment will be for the coming year.

Based on our projections, your [mortgage payment may go up or down](#) with your forecast taxes and insurance premiums.

For more on how escrow payments are calculated, see [our article “Escrow 101.”](#)

When is an escrow analysis done?

The timing of your analysis depends on your property's state and is normally conducted around the same time each year. We typically time your analysis to be in sync with your state's property tax schedule. We'll also notify you when your analysis is coming up.

Year-End Tax Statements

Your statement will be [available online](#) around the middle of January, leaving you plenty of time to reference it for filing your taxes.

If you are not signed up for Paperless, your statement will be mailed to you by January 31st.

Form 1098 and Form 1099 Differences

The **Form 1098**—also known as Mortgage Interest Statement—is used to report the amount of **interest** and related expenses **you paid** on your mortgage during the tax year.

The purpose of a **Form 1099** is to record types of **income received** from sources other than your employer, the discharge of a debt, or to notify that an event took place.

There are several types of Form 1099, but these are the only types we would send you, if necessary:

- **1099-A:** Used to alert the IRS that an event took place (foreclosure, deed in lieu of foreclosure, etc.)
- **1099-C:** Needed when a debt is cancelled, forgiven, or discharged.
- **1099-INT:** Needed when your escrow account earns \$10 or more in interest during the previous year.
- **1099-MISC:** Needed when customers received \$600 or more in cash benefits.

Refinanced and Transferred Customers

- **Refinanced:**
You'll receive two statements, one from each servicer, for each separate loan number.
- **Transferred:**
You may receive two statements, one from each servicer; or you may receive a combined statement.



Note: Please refer to the dates listed on the year-end tax statement to determine if it covers the entire year.

Breakdown

Here are the key elements included in your monthly statement, along with a visual guide to help you locate them:

1. Statement Information

This is your basic information, like the date your statement was generated, loan number, amount due, and payment due date.

2. Explanation of Amount Due

This shows a breakdown of your payment, including the amounts applied toward principal, interest, and escrow.

- If there are optional items, late payments or other fees, they will be shown here as well. You can review our [complete fee schedule](#) online.
- If you notice an increased amount, the most likely reason is an increase to your escrow amount. Our [Escrow Analysis & Escrow Review Statement](#) article explains this.

3. Account Overview

This will show your current principal balance, escrow balance, and interest rate.

4. Past Payment Breakdown

This section recaps your last payment and the payments you've made to date this year. It shows how much went to principal, interest, escrow, optional insurance, and any miscellaneous fees.

5. Helpful Information

Here you'll find important explanations and special notices pertaining to your account, plus useful tips for managing your home loan.

6. Transaction Activity

A basic recap of the recent transactions on your account and the resulting balances, as well as disbursements we've made on your behalf to payees like taxing authorities and insurance providers.

You can see your [complete transaction history](#) by signing in to your online account.

7. Payment Coupon

If you pay by mail, please fill out, detach, and return this section with your check or money order.

You can also make a fast and easy payment online, anytime. Sign in to your account to [make a one-time payment](#) or [set up AutoPay](#).

COOPER Home Lending
Mortgage Statement
Statement Period: 01/01/2021 - 01/31/2021
Statement Date: 02/01/2021
Statement Type: Monthly

1 **MORTGAGE STATEMENT**
Loan Number: 123456789
Loan Amount: \$150,000
Interest Rate: 3.75%
Term: 30 Years
Payment Frequency: Monthly
First Payment Due: 02/01/2021

2 **EXPLANATION OF AMOUNT DUE**
Payment Amount: \$1,000.00
Principal: \$600.00
Interest: \$350.00
Escrow: \$50.00
Total Due: \$1,000.00

3 **ACCOUNT OVERVIEW**
Current Principal Balance: \$149,000.00
Current Escrow Balance: \$50.00
Current Interest Rate: 3.75%

4 **PAST PAYMENTS BREAKDOWN**
Payment Number: 1
Payment Date: 01/01/2021
Payment Amount: \$1,000.00
Principal: \$600.00
Interest: \$350.00
Escrow: \$50.00

5 **HELPFUL INFORMATION**
Please read this statement carefully. It contains important information about your loan, including the terms, conditions, and interest rate. If you have any questions, please contact your lender.

6 **TRANSACTION ACTIVITY**
Transaction Date: 01/01/2021
Transaction Type: Payment
Transaction Amount: \$1,000.00
Transaction Description: Monthly Payment

7 **COOPER** Home Lending
Payment Coupon
Pay to the order of: COOPER HOME LENDING
Amount: \$1,000.00
Date: 02/01/2021
Signature: _____
Print Name: _____
Address: _____
City/State/Zip: _____

Minimum Required (Escrow) Balance

The minimum required balance is the **lowest positive balance allowed** in your escrow account **at any given time**—this positive balance is also known as a cushion requirement.

- This helps us minimize the impact to your monthly mortgage payment when property tax and insurance rates increase.

We typically require your escrow account to contain **two times (2x) your monthly escrow payment**, not including mortgage insurance, in accordance with state and federal law.

Example:

If you're currently required to put \$500/month into escrow, your minimum required balance or escrow cushion could be \$1,000.



Helpful Resources

[Payments & Payoffs](#)

[Statements & 1098/1099](#)

[Escrow, Taxes & Insurance](#)

[Mortgage Assistance](#)

How are escrow payments calculated?



Related Articles

Escrow Account Definition

Escrow account overview, including when it's required and how it's used

Escrow Analysis & Escrow Review Statement

Explains the escrow analysis process and resulting statement

Amount Due

\$2,494.13

Payment Due 03/01/2025

[Make a Payment](#)[Set Up AutoPay](#)

Principal & Interest

\$1,770.98

Escrow

\$723.15

Payment Activity

[View All >](#)

Payments	Status	Date	Amount
Monthly Payment	Posted	02/15/25	\$2,494.13 
Fees	Posted	01/17/25	\$88.55 
Monthly Payment	Posted	01/17/25	\$2,494.13 

Amount Due

\$2,494.13

Payment Due 03/01/2025

[Make a Payment](#)

[Set Up AutoPay](#)

Principal & Interest	\$1,770.98
Escrow	\$723.15

Payment Activity

[View All >](#)

Payments	Status	Date	Amount
Monthly Payment	Posted	02/15/25	\$2,494.13
Principal			\$555.39
Interest			\$1,215.59
Escrow			\$723.15

PAID INTEREST AND TAXES

Interest

**PAID PRIOR YEAR (LOWEST PROJECTED
BALANCE)**

\$14,761.00

PAID YEAR-TO-DATE

\$2,433.14

Taxes

**PAID PRIOR YEAR (LOWEST PROJECTED
BALANCE)**

\$6,703.64

PAID YEAR-TO-DATE

\$0.00

Loan Details

 **Loan Number:** #705555894

 **Maturity Date:** 05/01/2052

 **Interest Rate:** 4.25%

UNPAID PRINCIPAL

\$342,670.30

Request Payoff Quote

Note: This is not the actual payoff amount. In order to get the actual amount you must request a payoff quote.

You have no pending payments at this time. Please note, it can take up to 24 hours for payments to post to your account.

Last 12 Months

Download

Posted Payments

	DATE	AMOUNT	PRINCIPAL	INTEREST	ESCROW	OTHER	REMAINING BALANCE	ADJUST PAYMENT
Monthly Payment	02/15/2025	\$2,494.13	\$555.39	\$1,215.59	\$723.15	\$0.00	\$342,670.20	Make Changes Now >
Fees	01/17/2025	\$88.55	\$0.00	\$0.00	\$0.00	\$88.55	\$343,225.69	Make Changes Now >
Monthly Payment	01/17/2025	\$2,494.13	\$553.43	\$1,217.55	\$723.15	\$0.00	\$343,225.69	Make Changes Now >
Monthly Payment	12/06/2024	\$2,494.13	\$551.48	\$1,219.50	\$723.15	\$0.00	\$343,779.12	Make Changes Now >
Monthly Payment	11/07/2024	\$2,346.04	\$549.53	\$1,221.45	\$575.06	\$0.00	\$344,330.60	Make Changes Now >
Monthly Payment	10/14/2024	\$2,346.04	\$547.59	\$1,223.39	\$575.06	\$0.00	\$344,880.13	Make Changes Now >
Monthly Payment	09/09/2024	\$2,346.04	\$545.66	\$1,225.32	\$575.06	\$0.00	\$345,427.72	Make Changes Now >
Escrow Adjustment	09/04/2024	\$53.53	\$0.00	\$0.00	\$53.53	\$0.00	\$345,973.38	Make Changes Now >
Monthly Payment	08/07/2024	\$2,346.04	\$543.73	\$1,227.25	\$575.06	\$0.00	\$345,973.38	Make Changes Now >
Monthly Payment	07/01/2024	\$2,346.04	\$541.81	\$1,229.17	\$575.06	\$0.00	\$346,517.11	Make Changes Now >
Monthly Payment	06/04/2024	\$2,346.04	\$539.90	\$1,231.08	\$575.06	\$0.00	\$347,058.92	Make Changes Now >
Monthly Payment	05/06/2024	\$2,346.04	\$538.00	\$1,232.98	\$575.06	\$0.00	\$347,598.82	Make Changes Now >
Monthly Payment	04/08/2024	\$2,346.04	\$536.10	\$1,234.88	\$575.06	\$0.00	\$348,136.82	Make Changes Now >
Fees	03/18/2024	\$50.00	\$0.00	\$0.00	\$0.00	\$50.00	\$348,672.92	Make Changes Now >
Monthly Payment	03/18/2024	\$2,346.04	\$534.20	\$1,236.78	\$575.06	\$0.00	\$348,672.92	Make Changes Now >
Payment Reversal	03/05/2024	(\$2,346.04)	(\$534.20)	(\$1,236.78)	(\$575.06)	\$0.00	\$349,207.12	Make Changes Now >
Monthly Payment	03/05/2024	\$2,346.04	\$534.20	\$1,236.78	\$575.06	\$0.00	\$348,672.92	Make Changes Now >

Amount Due

\$2,494.13

Payment Due 03/01/2025

[Make a Payment](#)[Set Up AutoPay](#)

Principal & Interest	\$1,770.98
Escrow	\$723.15

Payment Activity

[View All](#)

Payments	Status	Date	Amount
Monthly Payment	Posted	10/13/25	\$2,494.13
Principal			\$555.19
Interest			\$1,215.59
Escrow			\$723.15
Need to adjust the payment application?			Make Changes Now
Fees	Posted	01/17/25	\$88.55
Need to adjust the payment application?			Make Changes Now
Monthly Payment	Posted	01/17/25	\$2,494.13
Principal			\$551.43
Interest			\$1,212.55
Escrow			\$723.15
Need to adjust the payment application?			Make Changes Now