

Helpful tips for servicing related topics

It is our responsibility and privilege to ensure a smooth transition for you and your borrowers through the Loan transfer process. This document provides contact information and details to help you answer questions borrowers might have about servicing-related topics.

Help every step of the way

Sellers	<p>Contact our dedicated New Loan Reconciliation team (NLR) at 1-800-328-5074, option 6 or NLR-CorrespondentResearch@Wellsfargo.com to help answer servicing-related questions.</p> <p>Hours of operation: Monday through Friday, 8:00 a.m. – 5:00 p.m. Central Time</p>
Borrowers	<p>Once a Loan is purchased by Wells Fargo Funding, borrowers will receive the support they need to make payments and manage their mortgages. They will also receive convenient access to an easy-to-use website and a vast array of resources. Borrowers may contact Customer Service at 1-866-234-8271 to for additional help.</p> <p>Hours of operation: Monday through Friday, 6:00 a.m. – 10:00 p.m. Central Time and Saturday, 8:00 a.m. – 2:00 p.m. Central Time</p>

Tips for common questions

Topic	Description		
Dropping PMI	<ul style="list-style-type: none"> Wells Fargo Funding follows investor guidelines and the Homeowners Protection Act when reviewing request(s) to cancel Private Mortgage Insurance (PMI). 		
Elective insurance	<ul style="list-style-type: none"> For details on elective insurance in relation to escrows, refer to Seller Guide Section 545.08 Elective Insurance. 		
FHA payment history requests	Wells Fargo Funding can provide payment history information for government insuring purposes only. Sellers may email ex_payhistoryr@wellsfargo.com for help.		
First payment requests errors	For first payment requests made to WFHM in error, refer to Seller Guide Section 560.03 First Payment Refund Requests .		
Lien Release	<p>To research or request a lien release, please submit the information below to the Lien Release Research team:</p> <ul style="list-style-type: none"> Name and phone number of requestor Address where duplicate release or release correction should be mailed Payoff date of the mortgage Loan number, if available Proof of payoff: <ul style="list-style-type: none"> HUD 1 Settlement Statement (signed) and/or Closing Disclosure (signed) 1098 year-end statement indicating a zero loan balance Copy of wire information or a copy of payoff check (front and back) Copy of payoff confirmation letter Copy of complete credit report Copy of current title search showing all outstanding mortgages and assignments <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <p>Standard mail Wells Fargo Home Mortgage Attention: Lien Release Research PO Box 10335 Des Moines, IA 50306</p> </td> <td style="vertical-align: top;"> <p>Overnight mail Wells Fargo Home Mortgage Attention: Lien Release Research MAC X2302-04E 1 Home Campus Des Moines, IA 50328-001</p> </td> </tr> </table> <p>Or fax to: 1-866-278-1179</p>	<p>Standard mail Wells Fargo Home Mortgage Attention: Lien Release Research PO Box 10335 Des Moines, IA 50306</p>	<p>Overnight mail Wells Fargo Home Mortgage Attention: Lien Release Research MAC X2302-04E 1 Home Campus Des Moines, IA 50328-001</p>
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Payment options	After Wells Fargo Funding has purchased the Loan, borrowers can contact Customer Service at 1-866-234-8271 to set up an alternative payment option (including but not limited to, bi-weekly payments). Click here to view alternative payment options.
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Recasting (conventional and Non-Conforming)	<ul style="list-style-type: none"> Once purchased and serviced by Wells Fargo, Loans may be eligible for recasting (reamortizing) based on the loan specific scenario, including but not limited to the following characteristics: <ul style="list-style-type: none"> Additional principal payment of \$20,000 or more Wells Fargo must be the current mortgage servicer and owner of the Loan The borrower is required to wait a minimum of 90 days after the Loan has been purchased by Wells Fargo Funding to request a recast. Mortgage must be current with no outstanding past-due payments Not available on FHA, VA or USDA Loans Wells Fargo does not charge a fee, however, the agencies may.
Removal of escrows	<ul style="list-style-type: none"> Loan closing date must be: <ul style="list-style-type: none"> 12 months or greater for loans closed prior to 10/1/2017 24 months or greater for loans closed 10/1/2017 and after Escrow account balance cannot be negative. Loan must meet the required LTV ratios*: <ul style="list-style-type: none"> 80% for owner occupied and second home 65% for non-owner occupied/investment property Must meet minimum FICO score. Must be paid current. Wells Fargo does not charge a fee to remove escrows. Government loans must be escrowed for the life of the loan. High Priced Mortgage (HPM) loan must escrow for 5 years. <p>*State specific requirements apply</p>
Removal/disputing flood insurance	<ul style="list-style-type: none"> File a dispute with FEMA on their website. http://www.fema.gov Sellers may contact NLR on borrower's behalf to open up a dispute case. If Wells Fargo is the servicer of the Loan, the borrower can contact Customer Service at 1-866-234-8271

Seller Guide

- **560.03:** *First Payment Refund Requests*
- **545.08:** *Elective Insurance*
- **560.02:** *Payments Received by the Seller*
- **305.06:** *Early Payoff Event of Default and Remedies*

Note: The *Seller Guide Glossary* also includes definitions for a variety of service related terms.

Contact us

To learn more about our servicing platform, contact a member of your Wells Fargo Funding regional sales team.



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