



**NEWREZ CORRESPONDENT  
COISSUE TRANSACTION GUIDE**

<b>Address of Website</b>	<a href="http://NewrezCorrespondent.com">NewrezCorrespondent.com</a>
<b>Customer Service (Consumers)</b>	<p>Newrez LLC 866-317-2347 – phone 866-467-1184 – fax <a href="http://www.Newrez.com">www.Newrez.com</a></p>
<b>Final Doc Address</b>	<p>Indecomm Global Services 1427 Energy Park Drive Saint Paul, MN 55108 Mail Stop Code NR - 9915</p>
<b>Servicer Address</b> <ul style="list-style-type: none"> <li>Should be Reflected on Good-Bye Letter</li> </ul>	<p>Newrez LLC P O Box 10826 Greenville SC 29603-0826 Customer Service: 1-866-317-2347</p>
<b>MERS</b>	<p>Newrez = transfer to 1007544 (Servicer (TOS) / Investor (TOB))</p> <ol style="list-style-type: none"> <li>Registration of loans with MOM security instrument on the MERS System must occur at time of delivery to Newrez.</li> <li>Transfer of Beneficiary (TOB) to Newrez must be completed on the MERS System within 24 hours after Newrez purchase date.</li> <li>Transfer of Servicing (TOS) to Newrez must be completed on the MERS System within 24 hours after Newrez purchase date.</li> </ol>
<b>Payment Address</b> <ul style="list-style-type: none"> <li>Regular Mail Lockbox for Customer Use</li> <li>Should be Reflected on Good-Bye Letter</li> </ul>	<p>Newrez LLC PO Box 60535 City of Industry, CA 91716-0535</p>

<p><b>Payment Address (Misdirected Payments, Principal Curtailments, Escrows and Payoffs for Lender use only)</b></p>	<p style="text-align: center;">Shellpoint Mortgage Servicing Attn: Payment Processing 75 Beattie Place Suite LL202 Greenville SC 29601</p> <p>All check remittances to this address require you to add Newrez 9 digit loan number to the front of your check. That loan number is reflected on your purchase advice.</p>
<p><b>Customer Account Login</b></p>	<p style="text-align: center;"><u><a href="#">Newrez Customer Online Account Login</a></u></p> <p>Customer needs to obtain servicing loan # prior to creating an online account. It is contained in the Welcome Letter or first monthly statement. Once created, customer has access to loan information and can setup account for ACH payments.</p>
<p><b>Servicing (Cash Wire Remittances for posting to Borrower's Account)</b></p>	<p><u><a href="mailto:SMSWires@newrez.com">SMSWires@newrez.com</a></u></p> <ul style="list-style-type: none"> <li>• Citibank ABA 021000089, Account # 31354717</li> <li>• For remittance from lender on the following: Customer Mortgage Payments, Principal Curtailments , Payoffs, Escrow Surplus, and IOE (interest on escrow) funds</li> <li>• Lenders MUST email <u><a href="mailto:SMSWires@newrez.com">SMSWires@newrez.com</a></u> day of wire remittance and include following: <ul style="list-style-type: none"> <li>○ <b>Manifest</b> for wire breakdown</li> <li>○ <b>Loan #'s</b> for Newrez (nine-digit loan number from the purchase advice)</li> <li>○ <b>Fed Ref #</b> for wire remittance, <i>in text format</i></li> <li>○ <b>Wire Amount</b> added to subject line</li> </ul> </li> </ul> <p style="color: red; text-align: center;"><b>****No supportive docs, only manifest to be included.</b></p>

<p><b>Servicing (General Questions)</b></p>	<p><a href="mailto:PostTransfer@newrez.com">PostTransfer@newrez.com</a></p> <ul style="list-style-type: none"> <li>• General servicing policy requests (biweekly payment process, Recasts, AutoPay/ACH)</li> <li>• Customer Payment posting issues, missing or misapplied, (not stemming from a loan boarding error)</li> <li>• Customer change in HOI policy/provider</li> <li>• Insurance Claim processing (from a loss and requires servicing to execute check)</li> <li>• Customer service questions (ie. customer who cannot access their loan on servicing website)</li> <li>• Payoff off requests (any requests sent to Loan Servicing will be redirected to Payoff quotes mailbox by that team)</li> <li>• Payoff receipt confirmations or issues associated with posting</li> </ul>
<p><b>Post Funding Adjustment Team (Purchase Advice Corrections, Government Insuring and MERS Questions)</b></p>	<ul style="list-style-type: none"> <li>• Colssue [PFA] loan needs: <a href="mailto:coissuepostfunding@newrez.com">coissuepostfunding@newrez.com</a></li> <li>• Government Insuring loan questions: <a href="mailto:delegatedgovernmentuninsured@newrez.com">delegatedgovernmentuninsured@newrez.com</a></li> <li>• MERS questions: <a href="mailto:mersoriginations.ftw@newrez.com">mersoriginations.ftw@newrez.com</a></li> </ul>