

Important mortgage servicing information

	Serviced by Cenlar	Serviced by PHH
Customer service for UBS clients	1-866-843-2512 Provide Code F8	1-800-936-0917
Customer service hours for UBS clients	Mon – Fri 8:30 a.m. – 8:00 p.m., EST Saturday 8:30 a.m. – 5:00 p.m., EST	Mon – Fri 8:00 a.m. – 9:00 p.m., EST Saturday 8:00 a.m. – 5:00 p.m., EST
Customer service for FAs/UBS Employees	Portfolio Loans 1-866-843-2512: Provide Code F8	Conforming Loans: 1-800-936-0917
Customer service hours for FAs/employees	Mon. – Fri. 8:30 a.m. – 8:00 p.m., EST Saturday 8:30 a.m. – 5:00 p.m., EST	Mon – Fri 8:30 a.m. – 5:00 p.m., EST
Website for Clients	<i>ubs.loanadministration.com</i>	<i>www.mortgagequestions.com</i>
Mailing address for payments	UBS Bank USA	UBS Bank USA
East Coast & Central Clients	P.O. Box 11733 Newark, NJ 07101-4733	PO Box 371458 Pittsburgh, PA 15250
West Coast & Mountain Clients	P.O. Box 54040 Los Angeles CA 90054-0040	P.O. Box 94087 Palatine, IL 60094-4087
ACH address to enroll	UBS Bank USA Drafting Department PO Box 77421 Ewing, NJ 08628 <i>Click here to enroll</i>	UBS Bank USA Direct Debit Dept. SV-61 PO Box 5456 Mt Laurel, NJ 08054 <i>Click here to enroll</i>
ACH fax number:	1-609-718-1735	1-856-917-8322
Servicing for portfolio loans	When a loan transfers to UBS Bank USA a new loan number will be assigned. This is a 10 digit number starting with 00 or 01. Portfolio loans receive monthly mortgage statements with a payment stub attached. The statement is sent on a bill and receipt basis, i.e., when a payment is received a statement is generated showing the payment posting and the next payment due date.	N/A
Proof of Insurance	Email: cen300@mycoverageinfo.com Fax: 1-843-413-7133	Website: www.mycoverageinfo.com Fax: 1-937-525-4210

All residential mortgage products are only offered by UBS Bank USA, Member FDIC, NMLS No. 947868. All loans are subject to underwriting, credit and property approval. Please note that not all mortgage products are available in all states, or for all loan amounts. Other restrictions and limitations may apply. UBS Bank USA currently offers residential mortgage loans within the 50 states of the United States of America and the District of Columbia. UBS Financial Services Inc., 1200 Harbor Blvd., Weehawken, NJ 07086. Tel. no. 201-352-4054. NMLS No. 6737. Georgia Residential Mortgage Broker Registrant No. 18092. Massachusetts Mortgage Broker Lic. No. MB6737. Registered Mortgage Broker – NYS Dept. of Financial Services. **UBS Financial Services Inc. and its Financial Advisors do not take mortgage loan applications, do not offer mortgage loans and do not negotiate terms of mortgage loans.**

Equal Opportunity Lender. Equal Housing Lender.  **EQUAL HOUSING LENDER**

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