

Heartland Credit Union  
c/o Midwest Loan Services  
P.O. Box 144  
Houghton MI 49931

Heartland  
Credit Union

09/1/2022

JOHN SMITH  
JANE SMITH  
123 ANYSTREET  
HOMETOWN, CA 67891

**Loan Number: 12345**

Thank you for choosing Heartland Credit Union for your mortgage needs. We appreciate your business. We want to make you aware that Heartland Credit Union contracts with Midwest Loan Services to perform the servicing of our mortgage loans. Midwest Loan Services provides support in posting payments, sending statements, and obtaining escrow information. Heartland Credit Union would like to assure you that this transfer of servicing will not affect any business needs you may have, and the ownership of the servicing of your loan still remains with Heartland Credit Union. If at any time you have questions or concerns please reach out to us directly.

Heartland Credit Union is required to disclose the following information to you regarding the transfer of servicing under federal law:

- Effective **January 1, 2017, Midwest Loan Services**, will perform the servicing of your mortgage loan.
- Although **Heartland Credit Union** is transferring mortgage servicing responsibilities to **Midwest Loan Services** on **January 1, 2017**, there may be an option to make your payment at your branch. Please check with **Heartland Credit Union** to see what options you may have.
- **Midwest Loan Services** will start accepting payments received from you on **January 1, 2017**.
- The transfer of servicing is a common business transaction and does not affect any of the terms or conditions of your mortgage documents other than the terms directly related to the servicing of the loan.

A summary of the changes taking place on **January 1, 2017** and other helpful information is included below:

- Your new loan number is 12345.
- Your mortgage payment is \$ 678.99. Midwest Loan Services offers several convenient payment options, including mailing in your payment, paying online at the website below or over the phone. The free automatic monthly payment service is the most secure and hassle free way to make payments. If you have not already done so, we encourage you to sign up now and have your payment drafted from your checking or savings account. A payment authorization form is enclosed for your convenience. When we have set up your automatic payment, you will receive a confirmation letter. If you choose to pay by check, please use the coupon attached below if you are ready to make your first payment and have not received our billing statement.
- Beginning on **January 1, 2017** payments and correspondence should be directed to Heartland Credit Union c/o Midwest Loan Services, Payment Processing, P.O. Box 144, Houghton, MI 49931-0144. **Please be sure to include your loan number on all payments and correspondence.**
- To access your loan, please register at [www.midwestloanservices.com](http://www.midwestloanservices.com) where you may do the following:
  - Review transaction history
  - Utilize the amortization schedule
  - Review escrow information, if applicable
  - Make online payments
  - Retrieve year end statement
  - Retrieve monthly billing statement

Note that one of Midwest Loan Services representatives will be calling you within a few days after the transfer to welcome you. In the meantime, if you have any questions, please contact Customer Service at 1-800-262-6574 from 8:00 AM to 8:00 PM (EST), Monday-Friday, or by mail at P.O. Box 144, Houghton, MI 49931-0144. You may also contact Heartland Credit Union, at **456 Main, Downtown, ST, 34567, or by calling (800)456-7890.**

For your information, we've enclosed information from Section 6 of the Real Estate Settlement Procedures Act (RESPA 12 U.S.C. 2605) regarding your rights as a customer.

Thank you for trusting us with your mortgage. We look forward to continuing to meet your financial needs.

Sincerely,

Heartland Credit Union  
Midwest Loan Services  
Enclosures

DETACH AND MAKE CHECKS PAYABLE TO «INV. NAME»

JOHN SMITH  
JANE SMITH

Loan Number: **12345**

Payment Amount: \$678.99

Additional Principal: \_\_\_\_\_

Check Amount: \_\_\_\_\_

Send to:  
Heartland Credit Union  
c/o Midwest Loan Services  
P.O. Box 144  
Houghton, MI 49931-0144

## NOTICE OF TRANSFER OF SERVICING RIGHTS

You are hereby notified that the servicing of your home financing, that is, the right to collect payments from you, is being transferred to **Midwest Loan Services** effective March 1, 2018.

The transfer does not affect any other terms or conditions of your home financing, except as related directly to servicing.

Except in limited circumstances, the law requires that your present servicer send this notice at least 15 days before the effective date of transfer, or at closing. Your new servicer must also send you this notice no later than 15 days after this effective date or at closing.

You should be aware of the following information, which is set out in more detail in the Real Estate Settlement Procedures Act (RESPA)(12U.S.C.2605):

Under Federal Law during the 60 day period beginning on the effective date of the transfer of the transaction servicing, a loan payment received by your previous servicer on or before its due date may not be treated by the new servicer as late, and a late fee may not be imposed on you.

RESPA (12 U.S.C.2605) gives you certain consumer rights. If you send a notice of error to your loan servicer concerning the servicing of your home financing, your servicer must provide you with a written acknowledgement within 5 Business Days of the receipt of your request. A notice of error is a written correspondence, other than notice on a payment coupon or other payment medium supplied by the servicer, which includes your name, information that enables us to identify your account, and the error you believe has occurred. A NOTICE OF ERROR REGARDING THE SERVICING OF YOUR HOME FINANCING MUST BE SENT TO: **Midwest Loan Services, P.O. Box 144, Houghton, MI 49931-0144**. If the request concerns the previous servicer, the request may be sent to them at the address on the front of this notice. No later than 30 Business Days after receiving your request, your servicer must make any appropriate corrections to your account and must provide you with a written clarification regarding any dispute. During the 60 Day period following the receipt of your request, your servicer may not provide information to a consumer reporting agency concerning any overdue payment related to such period or notice of error. However, this does not prevent a servicer from initiating foreclosure if proper grounds exist under the mortgage documents. A Business Day is a day on which the offices of the business entity are open to the public for carrying on substantially all of its business functions. RESPA also provides for damages and costs for individuals or classes of individuals in circumstances where servicers are shown to have violated the requirements of this Section. You should seek legal advice if you believe your rights have been violated.

**FOR ARKANSAS RESIDENTS:** Midwest Loan Services is regulated by the Securities Department for the State of Arkansas. Complaints about Midwest Loan Services may be filed with the Arkansas Securities Department at Heritage West Building, Ste 300, 201 E. Markham Street, Little Rock, AR 72201. See fees below.

**FOR CALIFORNIA RESIDENTS:** The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 a.m. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or www.ftc.gov.

**FOR HAWAII RESIDENTS:** Midwest Loan Services is regulated by the Department of Commerce and Consumer Affairs, Division of Financial Institutions. Any complaints about Midwest Loan Services may be submitted to the Commissioner at PO Box 2054 Honolulu, HI 96805.

**FOR ILLINOIS RESIDENTS:** Midwest Loan Service's primary regulator is the Department of Financial and Professional Regulation, Division of Banking, 100 West Randolph, 9th Floor, Chicago, IL 60601.

**FOR NORTH CAROLINA RESIDENTS:** Midwest Loan Services is regulated by the Commissioner of Banks. Complaints about Midwest Loan Services may be submitted to the Commissioner at 4309 Mail Service Center, Raleigh, NC 27699-4309.

**FOR TEXAS RESIDENTS:** COMPLAINTS REGARDING THE SERVICING OF YOUR MORTGAGE SHOULD BE SENT TO THE DEPARTMENT OF SAVINGS AND MORTGAGE LENDING, 2601 NORTH LAMAR, SUITE 201, AUSTIN, TX 78705. A TOLL-FREE CONSUMER HOTLINE IS AVAILABLE AT 877-276-5550.

A complaint form and instructions may be downloaded and printed from the Department's website located at [www.sml.texas.gov](http://www.sml.texas.gov) or obtained from the department upon request by mail at the address above, by telephone at its toll-free consumer hotline listed above, or by email at [smlinfo@sml.texas.gov](mailto:smlinfo@sml.texas.gov).

### **BORROWER FEE SCHEDULE – A DETAILED FEE SCHEDULE CAN BE FOUND ON OUR WEBSITE [midwestloanservices.com](http://midwestloanservices.com)**

Special Loans Fees	Partial Release, Modifications, Revocable Trusts	\$100.00 to \$500.00
Customer Service Fees	Phone Payment, NSF, Accommodation Plan	
	Set Up & Draft, Wire Fee	\$2.50 to 75.00*
Payoff/Lien release Fees	Recording, Release, Quote, Fax	\$20.00 to 30.00**

\*Fees may be restricted by Investor or State

\*\*Fees may be restricted by Investor, State or only charged to a third party

## NOTICE REGARDING PAYMENTS BY CHECK

When you provide a check as payment, you authorize us either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

<b>FACTS</b>	<b>WHAT DOES MIDWEST LOAN SERVICES DO WITH YOUR PERSONAL INFORMATION?</b>	
<b>Why?</b>	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share and protect your personal information. Please read this notice carefully to understand what we do.	
<b>What?</b>	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>• Social Security Number and Income</li> <li>• Transaction History and Credit History</li> <li>• Credit Scores and Employment Information</li> </ul> <p>When you are <i>no longer</i> our customer, we may continue to share your information as described in this notice.</p>	
<b>How?</b>	All financial companies need to share customers’ personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers’ personal information, the reasons Midwest Loan Services chooses to share and whether you can limit this sharing.	
<b>Reasons we can share your information</b>	<b>Does Midwest Loan Services share?</b>	<b>Can you limit this sharing?</b>
<b>For our everyday business purposes -</b> Such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	YES	NO
<b>For our marketing purposes –</b> To offer our products and services to you	NO	We Don’t Share
<b>For joint marketing with other financial companies</b>	NO	We Don’t Share
<b>For our affiliates’ everyday business purposes –</b> Information about your transactions and experiences	NO	We Don’t Share
<b>For our affiliates’ everyday business purposes –</b> Information about your creditworthiness	NO	We Don’t Share
<b>For nonaffiliates to market to you</b>	NO	We Don’t Share
<b>Questions?</b>	Call Toll Free at (800) 262-6574 or visit <a href="http://www.midwestloanservices.com">www.midwestloanservices.com</a>	



**Who we are**

Who is providing this notice?

Midwest Loan Services (a division of University Bank) and its Affiliates.

**What we do**

How does Midwest Loan Services protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal and state law. These measures include computer safeguards and secured files and buildings.

How does Midwest Loan Services collect my personal information?

We collect your personal information, for example, when you:

- Open an account or apply for a loan
- Give us your income information or provide employment information
- Provide your mortgage information

Why can't I limit all sharing?

Federal law gives you the right to limit only:

- Sharing for affiliates' everyday business purposes – information about your creditworthiness
- Affiliates from using information to market to you
- Sharing for nonaffiliates to market to you

State law and individual companies may give you additional rights to limit sharing.

**Definitions**

Affiliates

Companies related by common ownership or control. They can be financial and non-financial companies. Midwest Loan Services does not share with our affiliates. Our affiliates include: University Lending Group, University Islamic Financial Corporation, Midwest Loan Solutions, Inc., and Ann Arbor Insurance Centre.

Non-affiliates

Companies not related by common ownership or control. They can be financial and non-financial companies.

Midwest Loan Services does not share with non-affiliates so they can market to you.

Joint Marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

Midwest Loan Services does not jointly market.

**Other Important Information**

Midwest Loan Services operates as a division of University Bank and maintains records for each mortgage loan for the periods prescribed by applicable federal and state laws and regulations. All loan records are stored in a secure manner. Confidential records are destroyed at the end of their retention period in a secure and confidential manner.

You can review your account information by logging into your online account or calling our Customer Service number. If your account information is incomplete, inaccurate or not current please contact us at 1-800-262-6574 or by mail at PO Box 188, Houghton, MI 49931 for information on how to make the appropriate changes.



**Enrollment for Electronic Mortgage Payments**

University Bank dba Midwest Loan Services, offers a wide range of payment options to meet your needs. We accept payments by personal check, money order or cashier's check, payment by phone (\$15.00 convenience fee) and free payments on our website, [www.midwestloanservices.com](http://www.midwestloanservices.com). The payment options below are automatically deducted from your checking or savings account. Please check the box next to the payment option you would like to enroll in and complete the entire form. Incomplete forms will not be set up. Completed forms can be mailed to P O Box 144 Houghton, MI 49931 or faxed to (906)487-5869. If you are interested in emailing this form, please contact Customer Service at (800)262-6574.

Name: \_\_\_\_\_ Loan#: \_\_\_\_\_

**Account Information**

Name of Financial Institution: \_\_\_\_\_ Routing Number (9 Digit): \_\_\_\_\_

Account Number: \_\_\_\_\_ **Checking** or **Savings (circle one)**

Monthly payment \$ \_\_\_\_\_ will be debited according to options selected below.  
(Do not include any extra principal or fees on this line. They will be added as indicated below)

**Payment Options**  
*(Check the option you wish to enroll in)*

**Monthly Automatic Payment Option**

The full monthly payment will be debited on any date between 1<sup>st</sup> and 15<sup>th</sup> of the month. This service is free of charge.  
I would like the full monthly automatic payment option to begin on \_\_\_\_\_ of \_\_\_\_\_ of \_\_\_\_\_  
DAY MONTH YEAR

**Semi Monthly Payment Option**

½ of the monthly payment will be debited on the 15<sup>th</sup> of the month prior to the month the payment is due and on the 1<sup>st</sup> of the month the payment is due. These funds will be applied as the regular monthly payment on the 1<sup>st</sup> of each month. The fee for this program is a one-time \$75.00 set up charge, and a \$2.50 maintenance charge per debit. The one-time \$75.00 set up charge will be taken with the first half payment.  
I would like the semi-monthly payment option to begin on the 15<sup>th</sup> of \_\_\_\_\_ of \_\_\_\_\_  
MONTH YEAR

**Biweekly Payment Option**

½ of the monthly payment will be debited **at least 2 weeks prior to the due date**. This process will be repeated every 14 days. A total of 26 half payments will be debited each year. 24 of the half payments will be used to make the regular payment. The other two half payments will be applied to the principal balance. The fee for this program is a one-time \$75.00 set up charge, and a \$2.50 maintenance charge per debit. The one-time \$75.00 set up charge will be taken with the first half payment.  
I would like the bi-weekly payment option to begin on 12 13 14 15 16 17 18 19 of \_\_\_\_\_ of \_\_\_\_\_  
SELECT DAY (circle one) MONTH YEAR

**Principal Payment (Optional)**

In addition to the minimum payment due, you have the option to have us take an additional amount to be applied to the principal balance. This is the amount to be taken PER DEBIT.  
Additional principal amount to be taken per debit \$ \_\_\_\_\_

I hereby authorize University Bank dba Midwest Loan Services to initiate debits to the deposit account described above. I understand that the payment amount deducted may vary due to escrow changes or interest adjustments if applicable under our mortgage note. I understand if the funds are insufficient when the ACH debit is presented, the payment will be treated the same as a non-sufficient check (NSF) and assessed a fee if applicable. I understand if either the ACH debit or credit is dishonored for any reason, I will be responsible for making my loan payment. There will be no subsequent presentments. **Changes or cancellations to the debit must be made at least 5 business days prior to the next scheduled debit date by calling our Customer Service Department at (800)262-6574.**

Borrower Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co Borrower Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please retain a copy of this authorization for your records.**

