

Frequently Asked Questions and Answers Regarding Your Mortgage

Who should I call if I have customer service questions regarding my mortgage?

Inquiries can be directed to loanservicing@affiliatedmtg.com or you can call our office at 1-877-939-2382.

Where should I send my mortgage payment?

Please send all payments to PO Box 11733 Newark NJ 07101-4733.

Questions regarding payments for Jumbo, ARM, or Rural Development loans can be directed to loanservicing@affiliatedmtg.com.

When am I considered late?

Your payment is due on the first of the month, however you have a 15-day grace period in which to make your payment.

Am I able to access my account online?

Yes, you have the option to create a username and password to access all your loan information online. Please register at www.loanadministration.com.

What if I'm locked out of my account?

Please call 877-906-1615 to have your account unlocked or reset.

How would I know if my loan was recently sold?

Check your most recent monthly statement, the letterhead will reflect who is servicing your loan. Should you have further questions, please feel free to contact us at loanservicing@affiliatedmtg.com.

How should my mortgagee clause read?

If you have a question regarding your mortgagee clause, please contact loanservicing@affiliatedmtg.com for further information.

What should I do if I receive a tax or insurance bill?

Please email loanservicing@affiliatedmtg.com any bill that you receive. We will be happy to assist you.