



Dear Mortgagor(s),

MSF Servicing would like to express our concern for your safety and well-being due to the recent natural disaster we have identified in your area. If you have been impacted by recent events and are experiencing financial hardship or have damage to your property as a result, we are here to help. To that extent, it is our goal to assist you in recovering from the disaster's impact as quickly as possible.

If you are experiencing a financial hardship, you may:

- Access information related to assistance and possible solutions online at <https://mortgagesolutions.net/>
- Contact our Customer Service Department at 1-866-558-8850. We will be able to review what options are available to assist you in your time of need.

If you have damage to your property, you may:

- Contact our Insurance Claims Department at 1-855-589-4216
- Access additional information and Frequently Asked Questions at <https://espressinsurancinfo.com/3145746>
- Hours of Operation: Monday - Friday 6 am – 3 pm MT

Additional information that may assist you:

- MSF Servicing:
  - Phone: 1-866-558-8850
  - Email: [MSFCares@mortgagesolutions.net](mailto:MSFCares@mortgagesolutions.net)
  - Website: <https://mortgagesolutions.net/>
  - Hours of Operation: Monday – Thursday 7 am – 7 pm, Friday 9 am – 5 pm, Saturday 8 am – 12 pm MT
- Additional Resources:
  - <https://www.fema.gov/>
  - [www.knowyouroptions.com](http://www.knowyouroptions.com)
  - <https://www.hud.gov/info/disasterresources>

If you have any questions, please contact our Insurance Department at 1-855-589-4216. Our insurance department is open Monday – Friday 6 am – 4 pm MT. You may also visit <https://mortgagesolutions.net/> to review additional information related to your loan details.

Sincerely,  
Insurance Department  
MSF Servicing

7450 Campus Drive, Suite 200, Office 80, Colorado Springs, CO 80920 | (866) 558-8850



Equal Housing Lender ©2024 Mortgage Solutions of Colorado, LLC, dba Mortgage Solutions Financial; NMLS #61602