

Customers should contact Shellpoint Mortgage Servicing for any assistance needed.

- Shellpoint Mortgage Servicing
- Customer Care Center 1-800-315-4757
- Hours of Operation:
 - Monday - Friday from 6:00am - 6:00pm MT
- Website for Account Set-up/Access, and Online Payment Drafting:
 - <https://.sms.servicingloans.com>
- Website Address to Make a Payment:
 - <https://sms.servicingloans.com/makeapayment>
- Payments can be made to Shellpoint Mortgage Servicing at the following address:
Shellpoint Mortgage Servicing
P.O. Box 60535
City of Industry, CA 91716-0535
- Welcome Package and Statement
 - The borrower should receive a Welcome Package from Shellpoint Mortgage Servicing within about 1 week after the funding of your Spring EQ loan.
 - The Welcome Package will include important information including how to contact SLS, the borrower's new servicing loan number and other pertinent information.
 - Borrowers will receive a monthly statement by the 15th of each month.
 - Payments are due the 1st of each month.