

Customers should contact Specialized Loan Servicing (SLS) for any assistance needed.

- Specialized Loan Servicing (SLS)
- Customer Care Center 1-800-315-4757
- SLS Hours of Operation:
 - Monday - Friday from 6:00am - 6:00pm MT
- Website for Account Set-up/Access, and Online Payment Drafting:
 - <https://www.sls.net/>
- Website Address to Make a Payment:
 - <https://sls.servicingloans.com/makeapayment/>
- Payments can be made to Specialized Loan Servicing at the following address:

Specialized Loan Servicing
P.O. Box 60535
City of Industry, CA 91716-0535
- Welcome Package and Statement
 - The borrower should receive a Welcome Package from SLS within approximately 10 days 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.
 - The borrower should receive his/her monthly statements on or before the 15th of each month. Payments
 - Borrowers will receive a monthly statement by the 15th of each month.
 - Payments are due the 1st of each month.