



# Loan Servicing Information

Once loan closes, 1st payment needs to be made to Guaranty:

**INTERIM CUSTOMER SERVICE** 855.335.4977

**INTERIM PAYMENT ADDRESS** 525 Tribble Gap Road #1339  
Cumming, GA 30028

Online and phone payments cannot be made during the interim servicing period which is typically for 30–60 days after closing. During this time, personal check, cashier’s check or money orders must be mailed. Payments can also be processed through your bank’s bill pay service. Your bank will cut the check and mail it to us.

**If Loan is sold thereafter, payments would go to the new Servicer listed on “Notice of Transfer of Servicing Rights” letter sent to the Borrower. Any payment due prior to the effective transfer date must be mailed to the interim payment address above.**

**If Loan is retained and serviced by Guaranty:**

(You will receive a Hello-Goodbye Letter, which will provide you with a new 10-digit loan number.)

**CUSTOMER SERVICE** 877.629.6704  
[customerservice@loanadministration.com](mailto:customerservice@loanadministration.com)

**WEBSITE** [ghmloans.loanadministration.com](http://ghmloans.loanadministration.com)

**AUTOMATED PAYOFF REQUEST** 877.772.9633

**VOM WITH AUTHORIZATION TO RELEASE** 609.538.4005 (Fax)

**AUTO PAYMENT CALL LINE** 866.430.9683



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