



New Penn Financial is now NewRez

Your Questions Answered

We realize that you may want to know more about our new brand and what it means for you — and we're committed to keeping the lines of communication open. Here are our responses to some of the questions you may have.

Q. Why is this change taking place?

A. In July of 2018, New Penn Financial was acquired by New Residential Investment Corp. We are rebranding New Penn as part of our vision to grow and expand our capabilities as a national lender.

Q. Who is New Residential Investment Corp?

A. New Residential is one of the nation's largest non-bank purchasers of mortgages. With over \$6 billion in market capital, New Residential is strong and reliable.

Q. How does this transaction affect me as a customer?

A. There is no impact on you as a customer of New Penn. The terms and status of your loan remain the same. However, you will begin seeing the NewRez brand name on communications starting in January.

Q. Is the owner or servicer of my loan changing?

A. No, the owner and servicer of your loan remain the same.

Q. Will there be any effect on automatic payments I make through my bank?

A. There will be no disruption in your payments being processed. No changes are necessary.

Q. Has the toll free number changed?

A. No change. For questions about your account, you can continue to contact us at 866-317-2347.

Q. Are there changes to the mailing address for my payments?

A. No, you can still send payments to the same address:

PO Box 740039
Cincinnati, OH 45274-0039

Q. Are any actions required on my part?

A. None whatsoever. The servicing of your mortgage has not changed.

Q. Has your website changed?

A. Yes, you can now visit us online at newrez.com.

To contact a customer service representative, call us at **866-317-2347**, or visit newrez.com.