



**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 mortgage servicing rights.

**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](http://newrez.com).

To contact a customer service representative, call us at **866-317-2347**, or visit [newrez.com](http://newrez.com).