

Now that your Client's loan has **FUNDED...**

Things to Know



WELCOME PHONE CALL

All borrowers will receive a welcome call confirming a few key pieces of information. For verification purposes, the last 4 digits of the client's SSN will be requested.



PAYMENT ADDRESS

If the loan number begins with "00"
Parkside Lending, LLC
PO Box 11733
Newark, NJ 07101-4733
(877) 356-0973

If the loan number begins with "200"
Parkside Lending, LLC
C/O RoundPoint Mortgage Servicing
PO Box 674150
Dallas, TX 75267-4150
(877) 426-8805



LOAN SOLD

Loans are often sold, and the servicers often change once your client's loan funds. If this happens, they will receive a letter from the purchaser and new servicer. Please remind your client to wait to establish bill pay or ACH payments for about 60 days from funding. This will allow time for the Servicing team to provide your client with their new loan number and information on how to make their payments.



PRIVACY

For privacy purposes, we cannot discuss loan-level questions with a broker on the client's behalf. Please ask them to contact us directly.



SERVICING TEAM

If your borrower has called or emailed our Customer Service department and is having difficulties on obtaining an answer, please reach out to our Servicing Team via email or phone.
servicing1@parksidelending.com
(415) 771-3700 option 4