

MORTGAGE LOAN STATEMENT

CONTACT INFORMATION

Customer Service: 833-755-2085

Monday through Friday from 7 a.m. to 8 p.m. (CT)

www.flagstar.com/myloans



RETURN SERVICE ONLY
PLEASE DO NOT SEND MAIL TO THIS ADDRESS
PO Box 818060
5801 Postal Road
Cleveland, OH 44181

LESLIE M OTTOLENGHI
5740 S FOREST ST
GREENWOOD VILLAGE, CO 80121-2138

Statement Date: 04/18/2025
Loan Number: 0752161315
Payment Due Date: 05/01/2025
Amount Due: \$12,767.74

If payment is received on or after 05/17/2025, \$0.00 late fee will be charged.

Property Address:
5740 S FOREST ST
GREENWOOD VILLAGE, CO 80121

Account Information

Interest Bearing Principal Balance \$1,987,655.38
Interest Rate (Until 07/01/2027) 4.375%
Escrow Balance \$10,243.24

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

Explanation of Amounts Due

Principal \$3,168.43
Interest \$7,246.66
Escrow Amount (for Taxes & Insurance) \$2,352.65
Optional Products and Services \$0.00
Regular Monthly Payment \$12,767.74
Total Fees and Charges \$0.00
Overdue Payment(s) \$0.00
Partial Payment (Unapplied) \$0.00
Total Amount Due \$12,767.74
Trial/Workout Payment Amount \$0.00

Past Payment Breakdown

	Payment Rec'd since 04/01/2025	Paid Year to Date
Principal	\$3,156.92	\$3,156.92
Interest	\$7,258.17	\$7,258.17
Escrow (Taxes & Insurance)	\$2,352.65	\$2,352.65
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
Total	\$12,767.74	\$12,767.74

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

Transaction Activity (04/01/2025 to 04/18/2025)

Date	Description	Total	Principal	Interest	Escrow	Other
04/07/2025	Payment	\$12,767.74	\$3,156.92	\$7,258.17	\$2,352.65	
04/01/2025	Adjustment-Escrow	\$7,890.59			\$7,890.59	

Important Messages

(See Reverse side for Additional Critical Notices)

Your payment is made through our automatic payment plan. This statement is for informational purposes only.

Welcome to Flagstar Bank! This is your first monthly billing statement. If you'd like, you can go Paperless by creating an account on www.flagstar.com/myloans and updating your settings. Once you have an online account, you can make payments, access your documents, and more.

Your year to date past payment breakdown only reflects payments we have received year to date; please refer to your last billing statement from your prior servicer for a complete year to date breakdown.

This Area Intentionally Left Blank

This statement is for informational purpose only.
Our records reflect your loan is on our automatic draft process.

IMPORTANT PAYMENT INFORMATION

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, **DO NOT DELAY PAYMENT**. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Flagstar Bank receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at www.flagstar.com/myloans.

SERVICEMEMBERS CIVIL RELIEF ACT

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Flagstar Bank, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 214-222-6050 or email MilitaryFamilies@myloansflagstar.com. Be sure to include your loan number with the copy of the orders. Please visit our website at www.flagstar.com/myloans for complete details regarding Legal Rights and Protections Under the SCRA.

LATE CHARGES AND OVERDRAFT FEES

Payments received and posted after a grace period will be assessed a late charge at a rate that is the lesser of the Note and applicable law. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Flagstar Bank will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

HOMEOWNER COUNSELING NOTICE

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

NEW YORK STATE RESIDENTS

For those customers who reside in the state of New York, a borrower may file complaints about the Servicer with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at www.dfs.ny.gov. Flagstar Bank is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

PAYMENT OPTIONS

AUTOPAY Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Flagstar Bank does not charge a fee to activate this service. Call 833-755-2085 for more information or visit our website at www.flagstar.com/myloans.

ONLINE PAYMENT Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to www.flagstar.com/myloans.

AUTOMATED PHONE PAYMENT Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-755-2085.

PAY BY MAIL Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and **allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges**. Send payment via express or overnight mail to Flagstar Bank, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

WIRE Allows you to send payoff/reinstatement funds via wire transfer. Visit our website www.flagstar.com/myloans or refer to your payoff statement for wiring instructions.

MONEYGRAM® EXPRESSPAYMENT® Ensures same-day delivery of your payment to Flagstar Bank. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Flagstar Bank loan number. The MoneyGram Receive Code is ***19388***. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

WESTERN UNION® QUICK COLLECT® Ensures same-day delivery of your payment to Flagstar Bank. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Flagstar Bank loan number, indicating:

Pay to: FLAGSTAR BANK Code City: PISTONS State: MI

All Quick Collect transactions require cash. Western Union will charge a fee for this service.

BRANCH PAYMENT Allows you to visit any Flagstar Bank location to make a payment.

NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK

Authorization to Convert Your Check: If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

Insufficient Funds: The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

Transaction Information: The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

Your Rights: You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

CONTACT INFORMATION

CUSTOMER SERVICE: 833-755-2085, Monday through Friday from 7 a.m. to 8 p.m. (CT).

[Calls may be monitored and/or recorded for quality assurance purposes].

24-HOUR AUTOMATED ACCOUNT INFORMATION: Sign in to www.flagstar.com/myloans OR call **833-755-2085**.

MAILING ADDRESSES: For Flagstar Bank are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 650783 Dallas, TX 75265-0783	PO Box 619098 Dallas, TX 75261-9741	8950 Cypress Waters Blvd. Coppell, TX 75019	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

***PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Flagstar Bank PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined, A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Flagstar Bank, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

CHANGE OF ADDRESS OR TELEPHONE NUMBER

CHECK THE APPROPRIATE BOX: MAILING ADDRESS TELEPHONE NUMBER LOAN #: _____

Borrower's Name: _____

Co-Borrower's Name: _____

Borrower's New Address: _____

Co-Borrower's New Address: _____

Authorized Borrower's Number(s):

Home: (____) _____ Mobile: Yes No
Work: (____) _____ Ext: _____ Mobile: Yes No
Other: (____) _____ Mobile: Yes No

Authorized Co-Borrower's Number(s):

Home: (____) _____ Mobile: Yes No
Work: (____) _____ Ext: _____ Mobile: Yes No
Other: (____) _____ Mobile: Yes No

Signature Required: _____

Signature Required: _____

I consent to being contacted by Flagstar Bank at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.



RETURN SERVICE ONLY
PLEASE DO NOT SEND MAIL TO THIS
ADDRESS
PO Box 818060
5801 Postal Road
Cleveland, OH 44181

04/18/2025

OUR INFO

ONLINE

www.flagstar.com/myloans

YOUR INFO

LOAN NUMBER

0752161315

PROPERTY ADDRESS

5740 S FOREST ST
GREENWOOD VILLAGE, CO 80121

LESLIE M OTTOLENGHI
5740 S FOREST ST
GREENWOOD VILLAGE, CO 80121-2138

The information below is a repeat of what was previously provided to you in your Welcome Letter Packet. Please refer back to your Welcome Letter Packet for further details of your transfer, or if you would like a copy, please let us know.

NOTICE OF SERVICING TRANSFER

The servicing of your mortgage loan has transferred to Flagstar Bank. This means that Flagstar Bank is now collecting your mortgage loan payments and your previous servicer has stopped accepting payments on your account. Nothing else about your mortgage loan will change.

Send all payments to Flagstar Bank at this address:

**PO Box 650783
Dallas, TX 75265-0783**

If you have any questions for Flagstar Bank about your mortgage loan or the transfer, please contact us using the information below:

Current Servicer:
Flagstar Bank
Customer Service Department
8950 Cypress Waters Blvd.
Coppell, TX 75019
833-755-2085

Please review the welcome packet that was previously sent for more information regarding the items below.

Servicing Transfer Date
Frequently Asked Questions
Previous Servicer Contact Information
Account Status Details

Under Federal law, during the 60-day period following the effective date of the transfer of the loan servicing, a loan payment received by your old servicer on or before its due date may not be treated by the new servicer as late, and a late fee may not be imposed on you.

Sincerely,

Flagstar Bank

We may report information about your account to credit bureaus. Late payments, missed payments or other defaults on your account may be reflected in your credit report.

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.



