



We want to make your mortgage transfer a great experience.

Our goal is always to provide exceptional service, starting with the transfer process. If you have questions along the way, **we're here to help**. Please reference your Notice of Servicing Transfer Letter for additional information.

Visit pnc.com/MortgageTransfer for answers to commonly asked questions, as well as for any tools and resources you may need.

The transfer of a mortgage to another servicer is common and does not affect the terms and conditions of your mortgage.



About us

For more than 160 years, PNC has been committed to providing great service and powerful financial expertise to help clients meet their financial goals. We're proud of our history of supporting our customers, communities, employees and shareholders.

Questions? We're here to help.

Visit pnc.com/MortgageCustomerCare, or call 1-800-822-5626.

EASTERN TIME

Monday – Friday: 7 a.m. – 10 p.m.
Saturday – Sunday: 8 a.m. – 5 p.m.

CENTRAL TIME

Monday – Friday: 6 a.m. – 9 p.m.
Saturday – Sunday: 7 a.m. – 4 p.m.

PACIFIC TIME

Monday – Friday: 5 a.m. – 8 p.m.
Saturday – Sunday: 6 a.m. – 3 p.m.

PNC is a registered service mark of The PNC Financial Services Group, Inc. ("PNC"). All loans are provided by PNC Bank, National Association, a subsidiary of PNC, and are subject to credit approval and property appraisal.



©2021 The PNC Financial Services Group, Inc. All rights reserved.
PNC Bank, National Association. Member FDIC

MORT PDF 0721-011-1858901-RE

Welcome to
PNC
—



We're happy to be your new mortgage servicing partner.



What's next?

We've made it easier! PNC Online Banking is your 24/7, secure, online resource for viewing important account information and accessing helpful tools to manage your mortgage.

If you have access to BBVA Online Banking on Thursday, October 7, 2021, (before your mortgage transfers to PNC), you can access your PNC account information via **PNC Online Banking** (onlinebanking.pnc.com) beginning at 8 a.m. on Tuesday, October 12, 2021, (once the transfer to PNC is complete).

After the transfer date of your mortgage to PNC, you will be able to enroll in Online Banking by visiting pnc.com/olb in one of two ways:

- By immediately using your PNC account number, Social Security number and phone number to create a one-time passcode¹
- By using the User ID and PIN authentication, which will arrive separately via mail to protect your information

¹ This method is available only if your phone number is currently on file.



Manage your monthly statements.

You will receive your first PNC Bank mortgage billing statements in the mail once your mortgage has been transferred. A link to information on how to read your statement will be printed on your first statement.

If you previously elected to receive electronic billing statements with your BBVA mortgage, this same election will not automatically transfer to your new PNC Bank mortgage account. You can manually reinstate your electronic statements on or after the first Tuesday following the transfer of your BBVA account.

To do so, go to PNC Online Banking, select the Customer Service tab and choose "Activate Online Statements."



Payment Options

- **First Payment Post Conversion:** As per your agreement, if your BBVA payment included amounts for escrow (property tax and insurance), your PNC payment will remain the same. After your mortgage is transferred, payments should be made to PNC Bank.
- **Online:** Log on to **PNC Online Banking** (<https://www.pnc.com>) to make a one-time or recurring payment.
- **Automated payments:** If you currently have an automatic mortgage payment set up in your BBVA checking or savings account, this service will continue without interruption. If you do not have an automatic payment set up but would like to enroll, visit [PNC.com/MortgageAutopay](https://pnc.com/MortgageAutopay) and complete the form, and fax or mail it as instructed.
- **Phone:** Call PNC at 1-888-762-2265 to pay by phone. Fees may apply.
- **Mail:** You can mail a check to the address noted on the enclosed letter. Be sure to include the remittance slip, which is on the bottom of your statement. If you don't have a statement, write your PNC loan account number on the check before you mail it.
- **Bill Pay:** If you make your payment through an internet bill payment service, update your account so that the payee name is PNC Bank. Also, the address on your account should match the one on your statement.