



Servicing and Payment Information for Franklin American

Franklin American Mortgage is owned by Citizens One Bank and is transitioning to Citizens One Home Loans.

- ◆ Your Investor/Servicer is **Citizens One Home Loans**. In the closing package, there will be a form that outlines the transfer of servicing for your loan. This transfer will take place immediately after closing. This new servicer will collect the first payment and all other payments. If you have any questions or haven't received your payment letter, feel free to reach out to Citizen's Loan Servicing Center.
- ◆ Loan Servicing Contact Information:
 - Citizens One Home Loans
 - P.O. Box 2800
 - Glen Allen, VA 23058-2800
 - Customer Service Number: 800-234-6002
- ◆ Your 1st payment date is **10/01/2019** and you will mail your check to:
 - Citizens One Home Loans
 - P.O. Box 2800
 - Glen Allen, VA 23058-2800
- ◆ Franklin America / Citizens One Mortgage Auto Draft Instructions
 - 1.) Reach out to the support number (800) 234-6002. Go through identification procedure and get your account number. Keep this number for your records.
 - 2.) Go to the loan payment home page at www.citizensone.com/mymortgage
 - 3.) Click "Register"
 - 4.) Fill out the registration information and create your account. You will need to enter your account number and social security number.
 - 5.) Verify your email address in the system.
 - 6.) Click on the payments tab and select "auto draft payment". Complete the form.