

## Frequently Ask Questions

In this document you will find a number of Frequently Asked Questions (FAQ) relating to the servicing of your mortgage loan. The questions have been arranged in categories as listed below. Please note that this document may be updated in the future with additional information.

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## 1 New Customers

#	Question	Answer
1	What is BBVA Compass' contact information?	For questions on the servicing of your mortgage loan, you can contact Loan Customer Service at (800) 239-1996.
2	Will I receive a billing statement?	Generally, mortgage statements are generated and mailed to the mailing address on file for the mortgage about 25 days before your due date.
3	How can I enroll in recurring payments?	<p>Contact Loan Customer Service at (800) 239-1996 to set up auto debit for your mortgage.</p> <p>Additionally, any BBVA Compass banking center can assist you with setting up auto debt.</p>
4	What options are available for making my mortgage payment?	<p>Auto debit: Refer to "How can I enroll in recurring payments?" question above for setting up auto debit.</p> <p>Online Banking: If you have a BBVA Compass checking account, then you can use the Bill Pay feature within your Online Banking account. To log in into Online Banking visit <a href="http://www.bbvacompass.com">http://www.bbvacompass.com</a>. If you use another bank for your mortgage payment you can use their online banking services to make payments. Check with that bank to verify bill payment services available.</p> <p>BBVA Compass Banking Center: Visit any of our banking centers and let an associate know you want to make your mortgage payment.</p> <p>Pay by phone with Loan Customer Service, (800) 239-1996; Please note that fees may apply.</p> <p>Mail your payment. If you mail your payment please include your loan number on the check along with your billing coupon. The mailing address is  BBVA Compass  P.O. Box 11631  Birmingham, AL 35202</p> <p>For overnight payments or payoffs,  BBVA Compass, Attn: Loan Payment Processing  701 South 32<sup>nd</sup> Street  Birmingham, AL 35233</p> <p>If need assistance in making your payments, please refer our <a href="#">Loan Payment Assistance for additional information</a>.</p>

#	Question	Answer
5	How do I make my payment?	<p>For your new mortgage, there was a payment coupon provided in your closing package which included your loan number, due date and payment amount. You can find additional payment options in the <a href="#">Mortgage Payment FAQ</a> section.</p> <p>If you cannot find the temporary coupon and have not received your first billing statement, mail your payment to BBVA Compass, P.O. Box 11631, Birmingham, AL 35202 and include your loan number on the check.</p> <p>Note: If you have an FHA or VA loan please refer to RoundPoint Mortgage Servicing's website for additional details. <a href="#">Click here to visit their payment options page</a> or <a href="#">click here to view their new customer section</a>.</p>
6	What information is available through your automated phone system?	You are able to obtain the last payment date, the next payment due date, interest paid last year, and your current interest rate.
7	How do I get assistance with other BBVA Compass accounts that I have?	For non-loan accounts, call 800-COMPASS, which is (800) 266-7277, or visit a BBVA Compass Banking Center.
8	What if I am unable to make a payment on time and become delinquent?	<p>BBVA Compass is here to help whether you need loan payment assistance for real estate loans, installment loans or credit cards.</p> <p>Please call 800-COMPASS to speak with a Client Specialist.</p> <p>Please refer to our <a href="#">Loan Payment Assistance</a> area to review many of the options to assist you.</p>
9	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

## 2 Mortgage Payments

#	Question	Answer
1	What options are available for making my mortgage payment?	<p>Auto debit: Refer to “How can I enroll in recurring payments?” question above for setting up auto debit.</p> <p>Online Banking: This is set up through BBVA Compass or other banks that offer online banking services.</p> <p>BBVA Compass Banking Center: Visit any of our banking centers and let an associate know you want to make your mortgage payment.</p> <p>Pay by phone with Loan Customer Service, (800) 239-1996; Please note that fees may apply.</p> <p>Mail your payment. If you mail your payment please include your loan number on the check. The mailing address is BBVA Compass, P.O. Box 11631, Birmingham, AL 35202.</p> <p>If your account is past due you can pay online at <a href="https://solutions.bbvacompass.com">https://solutions.bbvacompass.com</a>. Please refer our <a href="#">Loan Payment Assistance</a>, if you need loan payment assistance.</p>
2	Can I pay with a debit or credit card?	<p>Currently, BBVA Compass is able to process payments using either a checking or savings account. When contacting Loan Customer Service or visiting a Banking Center, please have your bank account information available for reference.</p> <p>BBVA Compass does not accept mortgage payments with a debit card or a credit card.</p>
3	Will you accept less than the total amount due?	<p>In order to satisfy the monthly payment, the full amount of the regular payment amount that you are billed for must be made. Otherwise, the funds will be held as an unapplied payment in a suspense account. Once we receive enough funds to make a full amount, the payment will be posted to your account.</p>
4	Do I have a grace period?	<p>Generally, mortgage loans have a 10 to 15-day grace period before a late fee is applied. Please refer to your loan documentation for the specific grace period.</p>

#	Question	Answer
5	What happens if I have not received a billing statement or have misplaced my statement?	<p>If your statement is not received timely, we encourage you to not delay sending in your payment by waiting for an additional or corrected billing statement.</p> <p>BBVA Compass will accept payments without a payment coupon. Please write the loan number on the check or money order and mail it to the below address</p> <p>BBVA Compass P.O. Box 11631 Birmingham, AL 35202</p> <p>You can also visit one of our Banking Centers, or call Loan Customer Service, (800) 239-1996, to pay by phone.</p>
6	How do I determine my payment amount?	Your payment amount will be listed as the AMOUNT DUE on the monthly statement.
7	How do I pay my escrow shortage?	Please refer to “How do I pay my shortage?” in our <a href="#">Escrow Section</a> .
8	Can I make an escrow only payment?	<p>When making an escrow only payment, please send it to the below PO Box. Include your loan number on your check and a memo stating the payment is escrow only.</p> <p>BBVA Compass PO Box 830953 Birmingham AL 35283-0953</p>
9	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

### 3 Statements / Other Communication

#	Question	Answer
1	When should I receive my billing statement?	Generally, mortgage statements are generated and mailed to the mailing address on file for the mortgage shortly after the grace period expires for the prior period's payment.
2	When should I receive my escrow statement?	At least once a year, an escrow account is reviewed to determine if the escrow payment is sufficient to cover the escrow obligations related to taxes and insurance. Normally, this is done yearly based on when your loan originated.  For additional information about your Escrow Statement please see our <a href="#">How to read Escrow Statement document</a> .
3	When should I receive my 1098, 1099 or Annual Mortgage Statement?	Your 1098, 1099 or Annual Mortgage statement will typically be mailed to you by January 31 each year
4	What should I do if I do not receive my 1098, 1099, or Annual Mortgage Statement?	You should contact Loan Customer Service at (800) 239-1996.

## 4 Escrow Account Overview

#	Question	Answer
1	What is an escrow account?	<p>An escrow or impound account is an account that we maintain as part of your mortgage. The account is used to pay recurring property-related expenses on your behalf. The most common expenses are property taxes and homeowner's insurance.</p> <p>These expenses are usually semi-annual or annual and can involve large payments. The escrow account allows you to make monthly payments to ensure you have enough money to pay those bills when they come due. The requirement to have an escrow account was determined at closing.</p>
2	When will I receive my escrow account statement?	<p>At least once every 12 months you will receive an Escrow Statement, to ensure that the monthly escrow payment will be sufficient to pay the amounts anticipated for escrow items.</p>
3	What is included on my escrow statement?	<p>The escrow statement will include the following:</p> <ul style="list-style-type: none"> <li>● Your new escrow payment</li> <li>● Projected disbursements and the next due month</li> <li>● Projections to support the target balance</li> <li>● Actual transactions since your last analysis</li> </ul> <p>For additional details, please see the <a href="#">How To Read My Escrow Statement</a>.</p>
4	How is monthly escrow calculated?	<p>At least once every 12 months an Escrow Statement will be provided which provides the support for escrow payment. Your payment is made up of the projected disbursements and any shortage created over the last 12 months. The shortage includes any advances made from escrow and changes in cushion. Both the projected disbursements and shortage amounts are spread over the number of payments to be made in the next 12 months. Most mortgage payments are monthly.</p> <p>For additional details, please see the <a href="#">How To Read My Escrow Statement</a>.</p>

#	Question	Answer
5	Why did my escrow payment change (increase or decrease)?	<p>Changes in your payment can occur for many reasons; below is a list of reasons why changes typically occur.</p> <p>Escrow Payment(s)</p> <ul style="list-style-type: none"> <li>● Monthly payment(s) received were less than or greater than expected</li> <li>● Monthly payment(s) received earlier than expected</li> <li>● Previous overage returned to escrow</li> <li>● Previous deficiency/shortage not paid entirely</li> <li>● Missing payments</li> </ul> <p>Property Taxes</p> <ul style="list-style-type: none"> <li>● Tax rate and/or assessed value changed</li> <li>● Exemption status lost or changed</li> <li>● Supplemental/Delinquent tax paid</li> <li>● Paid earlier or later than expected</li> <li>● Tax installment not paid</li> <li>● Tax refund received</li> <li>● New tax escrow requirement paid</li> </ul> <p>Hazard or Flood Insurance</p> <ul style="list-style-type: none"> <li>● Premium changed</li> <li>● Coverage changed</li> <li>● Additional premium due</li> <li>● Paid earlier or later than expected</li> <li>● Premium was not paid</li> <li>● Premium refund received</li> <li>● New insurance escrow requirement paid</li> <li>● Lender/Force placed insurance premium paid</li> </ul>
6	Can I remove my escrow account?	Yes, if your account meets the necessary requirements. For a list of the requirements, please refer to the <a href="#">Escrow Removal Request Form</a> .
7	What do I do when my tax or insurance amounts are wrong?	<p>Please send a copy of the tax bill and/or insurance declaration and request to have your account updated. If you would like to have your payment adjusted please include a request to have your payment updated. Send your request and documentation to the following address:</p> <p>BBVA Compass PO Box 830953 Birmingham AL 35283-0953</p>



#	Question	Answer
8	Why do I have a shortage?	<p>An escrow shortage occurs when the anticipated disbursements were higher than the actual disbursements since your last Escrow Statement was provided.</p> <p>Changes in your payment can occur for many reasons; see the “Why did my escrow payment change (increase or decrease)?” FAQ for typical reasons.</p> <p>For additional details, please see the <a href="#">How To Read My Escrow Statement</a>.</p>

#	Question	Answer
9	How do I pay my shortage?	<p>There are 4 ways to pay your shortage; spread over 12 months, pay the shortage in full, additional escrow payments and a longer shortage spread.</p> <p><b>12 month spread:</b> Your shortage is automatically spread into equal payments based on your payment frequency, typically monthly. If you want to pay the shortage this way, then continue to make your payments timely.</p> <p><b>Pay In Full:</b> If you choose to pay the entire shortage amount in a lump sum then send a check to the following address with “Full Escrow Shortage Payment” in the memo line of the check</p> <p>P.O. Box 830953 Birmingham, AL 35283 ATTN: Mortgage Escrow Dept</p> <p>Your monthly payment will be reduced and will be reflected on the billing statement following the receipt of the lump sum shortage payment. However, if you would also like an updated escrow analysis statement with the new payment amount, please let us know.</p> <p><b>Additional Escrow Payment:</b> You can also make additional payments to escrow. You must continue to make the full escrow payment each month. You will need to contact us to determine if the shortage has been fully paid and request a payment update. Please note that as disbursements are made your shortage amount may increase or decrease.</p> <p>If you choose to pay an additional amount to escrow send the payment to the following address with “Additional Escrow Payment” in the memo.</p> <p>P.O. Box 830953 Birmingham, AL 35283 ATTN: Mortgage Escrow Dept</p> <p><b>Additional Spread Period:</b> There are situations where an additional shortage spread period (e.g., longer than 12 months) may be allowed. The requirements can be found on the escrow <a href="#">Shortage Spread Period Request Form</a>.</p> <p>If your request to spread your shortage is granted, it will take longer to become current with your escrow account. This may lead to a higher payoff amount, should you refinance or want to pay off your loan.</p>

#	Question	Answer
10	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

## 5 Property Tax Bills

#	Question	Answer
1	Where do I pay my property tax bills?	<p>If you do not have an escrow account, you are responsible for payment of your property taxes. Please send payment to your taxing authority.</p> <p>If you have an escrow account, BBVA Compass will pay your property taxes from your escrow account prior to any penalties being applied or by the discount date, if available.</p>
2	When will my property taxes be paid?	<p>Your taxes will be paid on or before the expected loss date (late date).</p> <p>If any early payment discounts are provided by the taxing authority then we will make the payment prior to the discount period expiring.</p> <p>Disbursements will be made in installments when allowed by taxing authorities.</p>
3	Why do you pay on a different date than the due date on the tax bill?	<p>When BBVA Compass pays your property taxes from your escrow account, we will pay them prior to any penalties being applied or by the discount date, if available.</p> <p>For some taxing authorities this could be 60 - 90 days. The actual timing varies depending on when tax bills are provided by the taxing authorities.</p>
4	Do I need to send in my property tax bills?	No. BBVA Compass receives tax bills from the taxing authority if you have an escrow account.
5	How do you receive my property tax bills?	BBVA Compass partners with a vendor that is one of the largest property tax aggregators. The vendor receives most tax bills electronically from the taxing authorities. After receiving the tax bills the payments will be made in bulk to the taxing authorities. In most cases thousands of property taxes are paid at one time to the taxing authorities.
6	What do I do if I receive a property tax bill?	<p>If your loan has an escrow account, you do not need to do anything. If you are concerned that your taxes have not been paid, please contact Loan Customer Service at (800) 239-1996 to verify the tax agency is on file.</p> <p>It is recommended that you contact customer service about 7 - 10 days prior to the date when penalties will be applied to your tax bill. Customer service can provide you with the date we paid our tax aggregator vendor.</p> <p>Many taxing authorities allow you to change the payment status online. Contact your taxing authority for instructions on checking your payment status.</p>

#	Question	Answer
7	What do I do when tax exemptions are added or removed? (e.g., homestead exemptions)	<p>If you receive notice that an exemption is being added or removed for your property, please send the following documentation to the escrow department.</p> <ul style="list-style-type: none"> <li>● Written confirmation of the exemption from the county</li> <li>● A cover letter including details of your request and if the exemption is NEW or CHANGED</li> </ul> <p>Attention: Escrow Department - Tax Update            PO BOX 830953            Birmingham, AL 35283-0953            or            Fax : 205-524-8254</p>
8	What is a supplemental tax bill?	<p>A taxing agency sends supplemental bills to homeowners due to a change in tax amounts from a recent assessment on the property. This may happen, for example, if an improvement is made to the property or you have recently purchased the property.</p> <p>A supplemental bill is only sent to the property owner of record. As such, you are responsible for making this payment directly to the taxing authority.</p> <p>There are some supplemental bills which are not related to property taxes, for example, some areas charge homeowners occupational taxes.</p>
9	Are both ad valorem and non ad valorem taxes paid?	<p>The total property tax bill is paid as billed from the taxing authority.</p> <p>Ad valorem taxes are based on the value of property whereas non ad valorem are not based on the property value. Some utilities, e.g., water authorities, collect fees through the taxing authorities. Tax bills which only contain non ad valorem taxes are not sent to us and you should pay when the bill is received.</p> <p>If the tax bill includes both ad valorem and non ad valorem taxes we will pay the full bill.</p>
10	How are tax refunds processed?	<p>Taxing agencies send refunds back to the company or person that made the duplicate payment.</p> <p>If you feel a duplicate payment has been made and you are entitled to a refund, please contact the county or agency for information on how to obtain a refund. If you have confirmed that BBVA received a refund for your account, please contact our Loan Customer Service department for further information at (800) 239-1996.</p> <p>If BBVA has applied for a refund on your behalf, please allow 90 days for funds to be received and applied to your account.</p>

#	Question	Answer
11	What happens if my taxes are paid late?	<p>If you have an escrow account and believe your taxes have been paid late or you received a bill for penalties from the taxing authority, please call Loan Customer Service at (800) 239-1996. Any penalties resulting from taxes paid late by BBVA Compass will be refunded to your escrow account.</p> <p>If you do not have an escrow account, you are responsible for all penalties.</p>
12	Why is it a homeowner's responsibility to pay a supplemental bill and why is it not paid out of escrow?	<p>Tax offices will only send the supplemental bills to the homeowners. The supplemental bill was not considered on your initial escrow statement (at closing) or on the annual escrow statement. Paying these from the escrow account may cause a shortage at the next annual review.</p>
13	What if I want you to pay the supplemental bill from my escrow account?	<p>If you desire to have the supplemental bill paid from escrow, please forward the bill to us through Loan Customer Service at (800) 239-1996. We will then pay the annual installment amount from the escrow account, even if there is not enough accumulated in the escrow account. The bill must be received by BBVA Compass at least 15 days prior to the delinquency date, or your account may be charged the penalty. Please send the supplemental bill and request to pay from escrow via fax (205-524-8254) or via mail to the following address:</p> <p>Attention: Escrow Department - Pay Supplement Taxes  PO BOX 830953  Birmingham, AL 35283-0953</p>
14	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

## 6 Insurance - Hazard / Homeowners

#	Question	Answer
1	When will my insurance be paid?	<p>Typically, we will receive a bill 30 - 45 days prior to a policy expiring. We will typically pay the insurance 7 - 10 business days after receiving the bill from the carrier.</p> <p>Bills which are received less than 7 days prior to expiration are expedited for payment.</p>
2	What should I do when I change insurance carriers?	<p>First, do not cancel your existing policy until you have fully secured and paid for the new policy.</p> <p>You should inform your new insurance agency or agent that you have a mortgage with BBVA Compass and ensure the mortgagee clause is:</p> <p>BBVA Compass Bank            ISAOA/ATIMA            PO BOX 20017            Kennesaw, GA 30156            Loan # (insert your account number)</p> <p>Should you or your carrier have questions, please contact us at (800) 432-1465 between 8:00 a.m. and 5:00 p.m. Eastern time, Monday through Friday.</p> <p>New policy information can be faxed to 877-892-2503.</p>

#	Question	Answer
3	When I change insurance carriers, can I pay the new policy from my escrow account?	<p>Yes, you can pay for your new policy from escrow but doing so may impact your escrow payment.</p> <p>If your existing policy expires in less than 60 days, then we will pay the premium from escrow once the billing documentation is received. To expedite payment, the new policy information and premium due should be faxed to 877-892-2503.</p> <p>If your existing policy expires in more than 60 days, you are responsible for paying the annual premium because it may cause a shortage in your escrow account.</p> <p>Although you are responsible for this premium payment, as a courtesy we will make this premium payment from your escrow account if you call (800) 239-1996 between 8:00 a.m. and 5:00 p.m. Central time and request a "mid-term insurance carrier change payment". Before calling please consider the following:</p> <p>1) <u>Mortgage Payment Impact</u>: Your escrow account will be reanalyzed within five (5) days of disbursing the insurance premium from your escrow account. In most cases this will increase your escrow payment amount even if your new policy has a lower payment. Additionally, any other changes since your last escrow statement will be considered.</p> <p>2) <u>Short Year Escrow Statement</u>: A Short Year Escrow Statement will be mailed within ten (10) days of disbursing the insurance premium from your escrow account.</p> <p>3) <u>Late Premium Payments</u>: If the payment is due within 15 business days from the time we are contacted, then you are responsible for all impacts to the policy due to late payment; for example, late fees, policy cancelation, increased premium for replacement policy,, etc.</p>
4	What happens when the insurance carrier bills for additional premiums?	<p>When we receive an additional due for your insurance policy, it will be paid from your escrow account and the next premium due will be increased by the amount billed.</p> <p>For example, if your annual premium is \$800 and we receive an additional due for \$20, the additional due will be paid and the projected annual premium will be updated to \$820.</p>
5	How does BBVA Compass receive notification of the insurance amount due?	<p>For most insurance carriers we receive electronic notification concerning the amount due. We also receive notifications from you insurance carrier via our insurance PO Box and fax.</p>
6	What is the mortgagee clause for BBVA Compass?	<p>BBVA Compass Bank          ISAOA/ATIMA          PO BOX 20017          Kennesaw, GA 30156          Loan # (insert your account number)</p>



#	Question	Answer
7	What is lender/force placed insurance and why did it occur?	<p>As part of your mortgage you are required to maintain adequate hazard insurance coverage on your property. The term “lender/force placed insurance” refers to hazard insurance obtained by us that insures the property. Hazard insurance includes other perils like wind, hail, etc.</p> <p>Lender placed insurance will be bought when we have been unable to obtain current insurance information from your insurance carrier on record.</p> <p>Typically we receive electronic data, faxes, and or mail from your insurance provided within 30-45 days of your premium being due. When this does not occur and the carrier has not reported the policy cancelled, we will attempt to contact the insurance provider via phone to obtain updated information.</p> <p>You will also be notified in writing prior to lender placed insurance being purchased.</p>
8	What do I do if I get a notice my insurance is going to be canceled?	<p>Please contact us as quickly as possible at (800) 432-1465 between 8:00 a.m. and 5:00 p.m. Eastern time, Monday through Friday.</p> <p>The cancelation notice should be faxed to (877) 892-2503. Ensure your loan number is on the document.</p>
9	How do I obtain proof of insurance?	Please contact your carrier to obtain proof of insurance.
10	Who do I contact for obtaining proof of insurance for my condo building?	Please contact your Homeowners Association (HOA) for a copy of the current policy.
11	Why did I get a letter about needing proof of insurance or insufficient coverage?	Refer to the <a href="#">Insurance - Lender Placed</a> section for more details.
12	When will I get my premium refund due to me?	<p>To check on the status on any premium refunds you should contact your insurance agent or carrier.</p> <p>In the rare cases, when the insurance carrier sends us the refund check we will apply the funds to your escrow account when they are received.</p>

#	Question	Answer
13	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

## 7 Insurance - Flood

#	Question	Answer
1	What is flood insurance?	Flood insurance covers physical damage to your property and possessions as the result of flooding. Find a general guide of what is and isn't covered by flood insurance at <a href="https://www.floodsmart.gov">https://www.floodsmart.gov</a> .
2	Is flood insurance required on my mortgage loan?	Flood insurance is required if your property is located in a Special Flood Hazard Area
3	Why is flood insurance required on my mortgage loan?	<p>Under federal law, the purchase of flood insurance is mandatory for all federal or federally related financial assistance for the acquisition and/or construction of buildings in high-risk flood areas (Special Flood Hazard Areas or SFHAs). In addition, federal law makes escrow of flood insurance premiums mandatory for all first lien mortgage loans secured by improved residential real property in Special Flood Hazard Areas that are made, increased, renewed, refinanced or extended on or after January 1, 2016.</p> <p>If the property is not in a high-risk area (Special Flood Hazard Area, or SFHA), but instead in a moderate- to low-risk area, federal law does not require flood insurance; however, a lender can still require it. In fact, over 20-percent of all flood insurance claims come from areas outside of mapped high-risk flood zones. Note that if during the life of the loan the maps are revised and the property is now in the high-risk area, your lender will notify you that you must purchase flood insurance.</p> <p>For additional information, please visit <a href="https://www.floodsmart.gov">https://www.floodsmart.gov</a></p>
4	Where do I send my evidence of flood insurance?	<p>Please send your flood insurance declaration page to the following address:</p> <p>BBVA Compass Bank PO BOX 20017 Kennesaw, GA 30156</p>
5	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

## 8 Insurance - Lender / Force Placed

#	Question	Answer
1	What is Lender Placed Insurance?	When insurance coverage has lapsed, been canceled or is insufficient, then you will receive two notices informing you of pending lender/force placed insurance. This is insurance that BBVA Compass obtains on your behalf to ensure the necessary insurance obligations are met.
2	Why did I get a Force-Placed Insurance notice?	BBVA Compass sends a notice when we have been unable to obtain current or complete insurance information from your insurance carrier on record. Per your mortgage documents, you are required to maintain property insurance in case of damage to your property.
3	What has BBVA Compass done to obtain current insurance information?	Typically we receive electronic data, faxes, and/or mail from your insurance carrier 30-45 days of your premium being due. When this does not occur and the carrier has not reported the policy cancelled, we will attempt to contact the insurance provider via phone to obtain updated information.
4	What if I do not recognize the current policy on file when I receive the insurance notice?	If you have a condominium, then in most cases this is the condominium's homeowner association (HOA) insurance policy. To obtain the policy contact your HOA.  If you do not have a condominium, then please contact us at (800) 432-1465 between 8:00 a.m. and 5:00 p.m. Eastern time, Monday through Friday.
5	Will the policy cover my personal items?	No, the policy will only cover the repair of structure. This is different from a homeowner's policy in that most homeowner's policy cover both the repair of the structure and the contents. The coverage amounts will typically be listed separately on the policy.
6	What do I need to do?	Please help us obtain your current insurance information as soon as possible. To expedite processing, have the insurance information faxed to (877) 892-2503.
7	What if I have additional insurance questions?	Please contact us at (800) 432-1465 between 8:00 a.m. and 5:00 p.m. Eastern time, Monday through Friday.
8	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.  You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a>

## 9 Private Mortgage Insurance (PMI)

#	Question	Answer
1	What is Private Mortgage Insurance (PMI) and why is it on my loan?	Private mortgage insurance (PMI) protects the lender if you stop making payments on your loan. PMI is generally required when you make a down payment of less than 20% of the value of your home at the time you obtain your mortgage loan. Don't confuse PMI with mortgage life insurance, which is designed to pay off a mortgage in the event of a borrower's death or disability.
2	How can PMI be removed from an escrow payment?	<p>There are three ways PMI can be removed from the loan.</p> <p>1) <b>Borrower-Initiated Cancellation:</b> You may request PMI be canceled when the principal balance of your mortgage has reached 80% of the original value or a current appraised value of your home. For additional information, refer to the <a href="#">PMI Cancellation Request Form</a>.</p> <p>2) <b>Automatic Termination:</b> Automatic PMI termination occurs when your mortgage balance reaches 78% of the original value of your home, and your payments are current on that date. If your payments are not current on that date, then PMI termination will occur shortly after your payments become current.</p> <p>3) <b>Final Termination:</b> Final PMI termination occurs if you reach the mid-point of your loan's amortization schedule before the date your mortgage balance reaches 78% of the original value of your home. For example, if the loan is a 30 year loan then the midpoint occurs after 15 years have passed, and at that midpoint PMI will terminate, even if your mortgage balance is more than 78% of the original value of your home. This scenario typically occurs with interest-only, principal forbearance or balloon payment loans. This removal method occurs less frequently than the first two.</p> <p>It is important to note that if your loan is guaranteed by the Federal Housing Administration (FHA) or Department of Veterans Affairs (VA) these rules generally will not apply.</p>
3	How do I request PMI to be removed?	Complete the <a href="#">PMI Cancellation Request form</a> , which will serve as your written request to remove PMI. You can obtain the form from the BBVA Compass web site or by calling Customer Service at (800) 239- 1996.
4	When does PMI automatically get removed?	<p>There are two ways that PMI will be automatically removed.</p> <p>1) <b>Automatic Termination:</b> Automatic PMI termination occurs when your mortgage balance reaches 78% of the original value of your home, and your payments are current on that date. If your payments are not current on that date, then PMI termination will occur shortly after your payments become current.</p> <p>2) <b>Final Termination:</b> Final PMI termination occurs if you reach the mid-point of your loan's amortization schedule before the date your mortgage balance reaches 78% of the original value of your home. For example, if the loan is a 30 year loan then the midpoint occurs after 15 years have passed, and at that midpoint PMI will terminate, even if your mortgage balance is more than 78% of the original value of your home. This scenario typically occurs with interest-only, principal forbearance or balloon payment loans. This removal method occurs less frequently than the first two.</p>

#	Question	Answer
5	What are unused premiums?	Every month a portion of your escrow payment goes to paying the PMI premium. Depending on when the PMI was cancelled, partial premiums already paid will be returned to you.
6	How will I receive any unused premiums?	Any unused premiums will be refunded to you within 45 days of the date of cancellation. They will be mailed to the address on file.
7	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

## 10 Payoffs

#	Question	Answer
1	How do I get a payoff quote?	<p>You can call Loan Customer Service at (800) 239-1996 to request a payoff quote. You will need to have the loan number and the last 4 digits of borrower's SSN to process your request.</p> <p>You can obtain the amount or have a printed payoff quote sent to you by using the following prompts:</p> <ol style="list-style-type: none"> <li>1. Press 1 for automated banking</li> <li>2. At prompt enter you account number followed by #</li> <li>3. At prompt enter the last 4 of borrower SSN</li> <li>4. At prompt press 1 for payoff information</li> <li>5. Follow prompts for amounts and delivery options</li> </ol>
2	When will my Escrow balance be sent?	<p>Your escrow balance will be combined with any additional amounts owed to you for interest and overpaid principal and mailed to you in a Loan Refund Check.</p> <p>The funds will be mailed to you within 20 days of the full payoff amount being received and will be sent to your monthly mortgage statement mailing address.</p>
3	What is included in the check I received after paying off my loan?	Additional amounts owed to you for interest, overpaid principal and the balance of funds in your escrow account
4	What if I have not received my refund check?	If you have not received your refund check within 30 days please contact Loan Customer Service at (800) 239-1996.
5	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	<p>If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.</p> <p>You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a></p>

## 11 All Contacts

#	Question	Answer
1	General information about BBVA Compass or non-mortgage inquiries.	For general questions or questions about other BBVA Compass accounts you have please call Customer Service at (800) COMPASS, which is (800) 266-7277.  You may also visit our <a href="#">contact page</a> for other areas within BBVA Compass to assist you.
2	Existing mortgage loan questions	For any questions about your current mortgage products please call Loan Customer Service at (800) 239-1996.
3	For obtaining a new mortgage loan	If you have a question that is not related to your current mortgage please call a mortgage specialist at (888) 8-LENDING.  For example, if you would like to obtain a new mortgage, a home equity line of credit, refinance your mortgage, or have questions about residential real estate financing.
4	Delinquent loans, or you have questions about payment assistance	To make a payment when your loan is delinquent please call Mortgage Collections at (888) 673-1469.  If you have a financial hardship please call Mortgage Real Estate Payment Assistance at (877) 751-8261.  You can also, contact us online at <a href="https://secure.bbvacompass.com/loan-assist/">https://secure.bbvacompass.com/loan-assist/</a> .
5	Questions about bankruptcy	Please call the Bankruptcy Department at (800) 526-4110.
6	Who do I need to contact if I want to assert there has been an error made with the servicing of my loan, or if I want to request information about the servicing of my loan?	If you want to assert there has been an error made with the servicing of your loan, or if you would like to request information about the servicing of your loan, then you must send written notice to us at Compass Bank, PO Box 10184, Birmingham, Alabama 35202.  You have certain rights under Federal law related to resolving errors and requesting information about your mortgage account, and you may learn more about your rights by contacting BBVA Compass Bank, or by visiting <a href="http://www.consumerfinance.gov/mortgage/">http://www.consumerfinance.gov/mortgage/</a>



## 12 Other Questions

#	Question	Answer
1	What do I do if my military status changes?	<p>Please call Loan Customer Service at (800) 239-1996</p> <p>The Servicemembers Civil Relief Act (SCRA) provides certain relief to Servicemembers and Reservists who are called to active duty. This program is designed to provide assistance to active duty military personnel and under certain circumstances their dependents regarding financial obligations, some benefits may include but are not limited to, interest rate reductions and an imposed stay preventing actions, such as repossession or foreclosure.</p> <p>BBVA Compass has a dedicated SCRA officer to assist with this program. In order to receive assistance, service members should provide the following documentation:</p> <ol style="list-style-type: none"> <li>1. Active Duty Orders, or</li> <li>2. Enlistment Papers</li> </ol> <p>If you have specific questions about the SCRA you may also contact Military OneSource at <a href="http://www.militaryonesource.mil/">http://www.militaryonesource.mil/</a> or you may contact the Consumer Financial Protection Bureau at <a href="http://www.consumerfinance.gov/servicemembers/">http://www.consumerfinance.gov/servicemembers/</a>.</p>
2	Have you filed or are you considering filing for bankruptcy?	<p>If your obligations to us have been discharged, dismissed, or are subject to a stay relating to a bankruptcy proceeding, this notice is for compliance and informational purposes only and does not constitute a demand for payment or any attempt to collect a debt, and you should contact your bankruptcy counsel for advice regarding your obligations to us.</p> <p>If you are considering bankruptcy or are presently representing yourself in pending bankruptcy case, you may contact our Bankruptcy Department at (800) 526-4110.</p>