



Loan Servicing Set up Checklist

Welcome to Provident Loan Servicing. We are excited to have you as our client. To get your account started and to provide you with amazing service, please complete this checklist and return it with the following requested information:

- Completed Borrower Setup Document
- Completed Borrower W-9 Form
- Completed Lender Setup Document
- Completed Lender W-9 Form
- Signed Loan Servicing Agreement
- Copy of Deed of Trust(s) or Mortgage
- Copy of Promissory Note(s)
- Copy of Closing Disclosure / Settlement Statement
- Copy of First Payment Letter
- Copy of Tax Certificates / Tax assessments bill
- Copy of New Homeowner's Insurance Declaration Page Certificates
- Escrow Funds (if applicable)
- Payment History, current principal and escrow balance and next payment due date (if transferred from another servicer or previously self-servicing)
- Copy of Allonge (if applicable)
- Copy of Assignment of Mortgage (if applicable)
- Setup fees
- Copy of Forbearance Agreement (if applicable)
- Loss Mitigation – Foreclosure Prevention documents (if applicable)



☐ Copy of the Bankruptcy Papers (only needed if the loan is in BK), plus the following:

1. Copy of Bankruptcy Petition or Docket.
2. Balance and next due date at time of Bankruptcy filing.
3. Copy of Proof of Claim and breakdown.
4. Copy of Trustee's disbursement record for the pre-petition payments.
5. Balance and next post-petition payment due date if the debtor is paying directly to the creditor.
6. Copy of Trustee's disbursement record for the post-petition payments if the trustee is paying it.
7. On adjustable-rate loans, it is the Lender's responsibility to notify the court of the new post-petition payment amount when there is a change on the interest rate and payment amount.
8. A loan in Bankruptcy that is behind 2 post-petition payments past the grace period cannot be set up as a performing loan.
9. Transfer of Claim filed in court showing FCI Lender Services as the servicing agent.

Please send all documents to Provident Loan Servicing at NewAccounts@Providentls.com. Your account will be started once all required documentation is received. Both parties will receive a confirmation Welcome Letter after setup. Please contact our Customer Service Department at (214) 937-0786 with any questions.

We look forward to servicing your account!