



## **RESIDENTIAL LOAN SERVICING CHANGES FAQ**

### **Why am I receiving calls on my account?**

We are required to notify borrowers for any transfer of servicing. Our conversion qualifies as a servicing transfer so all borrowers have or will be receiving a welcome call. This call announces the change and verifies account information.

### **What are the Customer Service Number and the Hours?**

Customer Service: 815-459-2000 or 888-610-2265  
9AM – 5PM CST Monday – Friday  
9AM – Noon CST Saturday

### **Will my Loan Number change?**

No, your loan number will not change

### **How do I make a draw on my Home Equity Loan?**

Replacement checks have been ordered, you should receive them by 09/25/2016. If checks have not been received, Please contact Anna Dunek at x823

### **Where do I mail my Mortgage Payment?**

P.O. Box 1738, Crystal Lake IL 60014-1738

### **Where do I mail my Home Equity Loan Payment?**

P.O. Box 1738, Crystal Lake IL 60014-1738

### **What other payment methods are available?**

Automatic Payment withdraw  
Web Payment  
Telephone Payment  
Payments are also accepted at all locations.

### **Where do I send my Real Estate Property Tax Invoice?**

Home State Bank, N.A. PO Box 1738, Crystal Lake, IL 60014-1738  
Please include your Loan Number on all correspondence.

**Where can I view my Loan Status and Payments?**

<https://www.homestbk.com>

**Where can I send my Hazard/Flood Insurance Bills?**

Home State Bank, N.A. PO Box 1738, Crystal Lake, IL 60014-1738

Please include your Loan Number on all correspondence.

**How do I get a payoff letter for my Loan?**

Contact the Home State Bank Mortgage Loan Servicing Department at:  
815-459-2000 or 888-610-2265

**How do I process Insurance Loss Draft checks?**

Contact the Home State Bank Mortgage Loan Servicing Department at:  
815-459-2000 or 888-610-2265

**Who do I call to correct an error on my account?**

Contact the Home State Bank Mortgage Loan Servicing Department at:  
815-459-2000 or 888-610-2265

**My Automatic Payment was not drafted?**

Contact the Home State Bank Mortgage Loan Servicing Department at:  
815-459-2000 or 888-610-2265