



## ROYAL PACIFIC FREQUENTLY ASKED QUESTIONS

- 1. When are payment coupons/statements issued?**
  - a. Payment statements are issued/mailed 15 days prior to the loan payment due date.
- 2. I have not received a payment coupon/statement in the mail. How can I request a copy?**
  - a. You can contact our customer servicing team at (877) 267-1056 or email [servicing@royalpacificfunding.com](mailto:servicing@royalpacificfunding.com) to request a copy of your statement be mailed or e-mailed to you.
- 3. Does Royal Pacific Funding have a payment grace period on their loans?**
  - a. Yes. There is a 15-day grace period from the loan due date on all loans. Any payments received after the grace period will be charged a late charge per the terms of the note. See question #4 for additional information.
- 4. Royal Pacific Funding forwarded my payment to the new servicer. What happens if the new servicer received the payment after the grace period?**
  - a. During the 60-day period beginning on the date of transfer, the payment may not be considered late if you mistakenly sent it to the prior mortgage servicer instead of the new servicer. No late charge will be assessed, and no negative credit reporting will be made.
- 5. I received a notice to make my payment to a new servicer, but I have already mailed my payment to Royal Pacific Funding. What will happen to the payment I sent?**
  - a. Payments received by Royal Pacific Funding will be endorsed to the new servicer and sent to them via overnight mail.
- 6. How long will it take for a payment to be forwarded and received by the new servicer?**
  - a. Payments are forwarded daily and sent overnight. The new servicer will log and post the payment within 24 hours of receipt.
- 7. I sent my payment to the new servicer when the payment was due to Royal Pacific Funding. What should I do?**
  - a. We can contact the new servicer and request that they return the payment back to Royal Pacific Funding. They may contact you for approval before this can be completed. Some servicers may require the request to forward the payment back to Royal Pacific Funding be made by the borrower.
- 8. Does Royal Pacific Funding offer a bi-weekly payment option?**
  - a. Royal Pacific Funding does not offer a bi-weekly payment option. Once your loan is transferred, your new servicer may offer bi-weekly payments as an option.
- 9. How will I know when my loan has been transferred?**
  - a. Royal Pacific Funding will send you a "notice of servicing transfer" by mail at least 15 days prior to the date of transfer. The new servicer will also send you a notification of transfer.
- 10. Can I make additional principal payments?**
  - a. Yes. Any payment amount received in excess of the amount due will be applied to additional principal. Any additional payment amount paid for a payment due to Royal Pacific Funding on a transferred loan will be forwarded to the new servicer to be applied to the principal balance as well.
- 11. Can I make a payment using my credit or debit card?**
  - a. No, Royal Pacific Funding does not accept credit card or debit card payments.
- 12. Can I make a payment that is due to Royal Pacific Funding online?**
  - a. Yes, payments due to Royal Pacific Funding can be paid online at <https://rpfwholesale.com/>. Choose borrowers/payments in menu on left side of the home page.
- 13. Can I make a payment that is due to Royal Pacific Funding over the phone?**
  - a. Yes. Royal Pacific Funding can take a payment over the phone at (877)267-1056.
- 14. When is my monthly statement available online?**
  - a. Statements are available online with the new servicer after the 16th of the month.
- 15. Why was my loan transferred to another servicer?**
  - a. Loan transfers shortly after funding are a common practice. Once your loan funds, your account will be managed by a company that specializes in the servicing of mortgage loans.



**16. Who is PHH Mortgage Services?**

- a. PHH Mortgage Services provides loan servicing on behalf of Royal Pacific Funding.

**17. Does PHH Mortgage Services accept payments online?**

- a. Yes. Payments can be paid online to PHH Mortgage Services at [www.mortgagequestions.com](http://www.mortgagequestions.com)

**18. Does PHH Mortgage Services accept payments over the phone?**

- a. Yes, PHH Mortgage Services will take a payment over the phone at 800-449-8767 or 866-232-2684, also Western Union quick pay at 877-729-3273.

**19. I received a loss draft check from my insurance company shortly after my loan funded. How can I get the check endorsed?**

- a. Loss draft checks will be managed by the new servicer. If your loan has been transferred, please contact them for instructions at the number provided on the notice of servicing transfer. If your loan has not yet been transferred, please contact our customer service at (877)267-1056.

**Further questions**

We hope that this information has been helpful. If you still have questions or need further assistance, please contact us at (877)267-1056, Monday – Friday, 8am-5pm PST. You can also reach us by email at [servicing@royalpacifcfunding.com](mailto:servicing@royalpacifcfunding.com). We will respond to you within one business day.