



PA Mortgage Servicer Surrender Checklist (Company)

CHECKLIST SECTIONS

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GENERAL INFORMATION

Instruction

1. File the surrender request through NMLS.
2. There is no fee to surrender.

Help Resources

- [Company License Surrender Requests Quick Guide](#)
- [License Status Review & Definitions Quick Guide](#)

Agency Contact Information

Contact Pennsylvania Department of Banking and Securities, Non-Depository Licensing Office staff by phone at 717-787-3717 or send your questions via email to ra-asklicensing@pa.gov for additional assistance.

The completed checklist and the documents that are required to be submitted outside of NMLS must be received within 5 business days of the electronic submission through NMLS via email to ra-AskLicensing@pa.gov.

THE APPLICANT/LICENSEE IS FULLY RESPONSIBLE FOR ALL REQUIREMENTS OF THE LICENSE FOR WHICH THEY ARE APPLYING. THE AGENCY SPECIFIC REQUIREMENTS CONTAINED HEREIN ARE FOR GUIDANCE ONLY TO FACILITATE APPLICATION THROUGH NMLS. SHOULD YOU HAVE QUESTIONS, PLEASE CONSULT LEGAL COUNSEL.

NMLS ID Number	
Company Name	

REQUIREMENTS COMPLETED IN NMLS		
Complete	PA Mortgage Servicer	Submitted via...
<input type="checkbox"/>	<p>Submission of Surrender Request through Company Form (MU1): Request the surrender of the license through the submission of the Company Form (MU1). See the Company License Surrender Requests Quick Guide for instructions.</p> <p>7 Pa.C.S. § 6137</p>	NMLS

REQUIREMENTS SUBMITTED OUTSIDE OF NMLS		
Complete	PA Mortgage Servicer	Submitted via...
<input type="checkbox"/>	<p>Transfer of Accounts – PA Mortgage Servicer License Number: Provide the name(s) and Pennsylvania Mortgage Servicer license number(s) of the new servicer to which the accounts will be transferred. If transfer of accounts is to a company exempt from licensure, provide the name, telephone number, address, and email address of the company(ies) to which the Pennsylvania accounts will be transferred.</p> <ul style="list-style-type: none"> ➤ If this section does not apply to the licensee, submit an explanation as to why no Pennsylvania accounts are being transferred to asklicensing@pa.gov <p>7 Pa.C.S. § 6111(a); 6138(a)(3)</p>	Email to: ra-asklicensing@pa.gov
<input type="checkbox"/>	<p>Transfer of Accounts – Contact Information: Provide the name(s), physical address(es), email address(es), and consumer contact telephone number(s) of the mortgage loan servicer(s) or sub-servicer(s) to whom borrower accounts were transferred.</p> <ul style="list-style-type: none"> ➤ If this section does not apply to the licensee, submit an explanation as to why no Pennsylvania accounts are being transferred to asklicensing@pa.gov <p>7 Pa.C.S. § 6135(a)(2)</p>	Email to: ra-asklicensing@pa.gov
<input type="checkbox"/>	<p>Books and Records: Provide the name, mailing address, email address, and telephone number of the individual(s) responsible for safekeeping of the surrendering licensee’s books and records subsequent to the surrender.</p> <p>7 Pa.C.S. § 6135(a)(2)</p>	Email to: asklicensing@pa.gov

<input type="checkbox"/>	<p>Consumer Complaint Contact: Provide the name, mailing address, email address, and telephone number of the individual(s) responsible for handling consumer complaints of the principal office and/or any branch offices.</p> <p>7 Pa.C.S. § 6138(a)(3)</p>	<p>Email to: ra-asklicensing@pa.gov</p>
<input type="checkbox"/>	<p>Transfer Plan: Provide a detailed description of the plan to transfer the licensee’s existing servicing portfolio, including the time frame within which the transfer will be completed. The description should include, but not be limited to the process and timeline for the following;</p> <ol style="list-style-type: none"> a. Conversion of loan information to the new servicer. b. Transfer of custodian accounts (P&I and T&I funds to the new servicer). c. Transfer of document custodian responsibilities to the new servicer. d. Transfer of physical and or electronic servicing files, system notes or comments, and borrower payment history data to the new servicer. e. Portfolio status identification by category: <ol style="list-style-type: none"> i. Loans current ii. Delinquent (30, 60 and 90+ not in foreclosure or bankruptcy) iii. Active foreclosure (in foreclosure not referred to attorney and files with attorney) iv. Bankruptcy (identify active cases by bankruptcy chapter) v. Workouts (active plans and terms) vi. Loans pending loss mitigation review f. Notice of transfer to insurance companies (hazard, flood, private mortgage). g. IRS 1098 reporting by the transferring servicer. <p>7 Pa.C.S. § 6138(a)(3)</p>	<p>Email to: ra-asklicensing@pa.gov</p>
<input type="checkbox"/>	<p>Goodbye Letter: Provide confirmation the goodbye letter sent to Pennsylvania borrowers was in compliance with RESPA guidelines. Please provide a copy of letter.</p> <p>7 Pa.C.S. § 6138(a)(3)</p>	<p>Email to: ra-asklicensing@pa.gov</p>