



## NC Mortgage Servicer License Surrender/Cancellation Checklist (Company)

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### CHECKLIST SECTIONS

- [General Information](#)
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### GENERAL INFORMATION

#### Instruction

1. File the surrender/cancellation request through NMLS.
2. There is no fee to surrender/cancel.
3. Send nothing to the North Carolina Office of the Commissioner of Banks by mail for surrender/cancellation. We may request additional information upon review of your surrender/cancellation; watch the NMLS license deficiency or requirements section for such requests and follow the checklist below for instructions.
4. Ensure your contact information is up to date in the NMLS.

#### Help Resources

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

#### Agency Contact Information

Contact the North Carolina Non-Depository Mortgage Licensing & Registration Team by phone at (919) 733-3016 or send your questions via email to [company@nccob.gov](mailto:company@nccob.gov) for additional assistance. Any documents required should be uploaded to the NMLS documents section or NCCOB Online as directed in the checklist below. Below is our mailing address for informational purposes only:

#### For U.S. Postal Service:

North Carolina Office of the Commissioner of Banks  
Non-Depository Mortgage Licensing Team  
4309 Mail Service Center  
Raleigh, NC 27699-4309

#### For Overnight Delivery:

North Carolina Office of the Commissioner of Banks  
Non-Depository Mortgage Licensing Team  
316 West Edenton Street  
Raleigh, NC 27603

THE APPLICANT/LICENSEE IS FULLY RESPONSIBLE FOR ALL OF THE 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.

REQUIREMENTS COMPLETED IN NMLS		
Complete	NC Mortgage Servicer License	Submitted via...
<input type="checkbox"/>	<b>Submission of Surrender Request through Company Form (MU1):</b> Request the surrender/cancellation of the license through the submission of the Company Form (MU1). See the <a href="#">Company License Surrender Requests Quick Guide</a> for instructions.	NMLS
<input type="checkbox"/>	<b>Reports:</b> Complete any outstanding Mortgage Call Reports in NMLS.	NMLS
<input type="checkbox"/>	<b>Assessment:</b> Pay the annual assessment through the NMLS. NOTE: NCCOB will submit an invoice for the assessment through the NMLS during the surrender/cancellation process.	NMLS

REQUIREMENTS SUBMITTED OUTSIDE OF NMLS		
Complete	NC Mortgage Lender License	Submitted via...
<input type="checkbox"/>	<b>New Servicer:</b> Provide information on the new servicer (name, address and contact information) via NCCOB Online and confirm the new servicer is licensed to service loans, or exempt, in North Carolina before transferring loans. Note: For licensees acting as a master servicer, contact all sub-servicers and resolve loans as specified by each sub-servicer agreement.	Upload to <a href="#">NCCOB Online</a>
<input type="checkbox"/>	<b>Loan Products:</b> Identify the types of loans being transferred (fixed rate, adjustable rate, forward mortgages, reverse mortgages, chattel, etc.).	Upload to <a href="#">NCCOB Online</a>
<input type="checkbox"/>	<b>Investor Confirmation:</b> Obtain written consent from all investors for the transfer of servicing. Provide documentation to NCCOB via <a href="#">NCCOB Online</a> .	Upload to <a href="#">NCCOB Online</a>
<input type="checkbox"/>	<b>RESPA Goodbye Letter:</b> Ensure the goodbye letter provided to borrowers is compliant with RESPA: 12 CFR § 1024.33. Provide a copy of the letter to NCCOB via <a href="#">NCCOB Online</a> .	Upload to <a href="#">NCCOB Online</a>
<input type="checkbox"/>	<b>Complaint Resolution:</b> This information must be sent outside of NMLS, directly to the North Carolina Office of the Commissioner of Banks using the method indicated. Resolve any outstanding complaints on file with NCCOB.	As directed by the NCCOB Complaint Letter
<input type="checkbox"/>	<b>Examination:</b> This information must be sent outside of NMLS, directly to the North Carolina Office of the Commissioner of Banks using the method indicated.	As directed by the NCCOB Examination Team

	Resolve any outstanding examination issues with NCCOB.	
<input type="checkbox"/>	<p><b>Legal:</b> This information must be sent outside of NMLS, directly to the North Carolina Office of the Commissioner of Banks using the method indicated.</p> <p>Resolve any outstanding legal issues with NCCOB.</p>	<b>As directed by the NCCOB Legal Team</b>
<input type="checkbox"/>	<p><b>Books and Records:</b> This information must be sent outside of NMLS, directly to the North Carolina Office of the Commissioner of Banks using the method indicated.</p> <p>Arrange for the storage of books and records for three (3) years. Notify NCCOB in writing of the storage location, the format in which records will be stored, and who to contact, including a telephone number and email address.</p> <p>NOTE: Schedule destruction of the books and records at the end of the three (3) year period. All confidential information must be destroyed by shredding, pulverizing, or burning.</p>	<b>Upload storage location information to <a href="#">NCCOB Online</a></b>
<input type="checkbox"/>	<p><b>Surety Bond:</b> This information must be sent outside of NMLS, directly to the North Carolina Office of the Commissioner of Banks using the method indicated.</p> <p>Notify the surety bond company of the surrender/cancellation of the license.</p>	<b>The bond company may send confirmation of bond cancellation via email to <a href="mailto:Company@nccob.gov">Company@nccob.gov</a></b>