

# MISSING PAYMENT RESEARCH FORM



Borrower/Co-Borrower Name \_\_\_\_\_

Account Number \_\_\_\_\_

To facilitate the Missing Payment research, please complete all applicable fields and provide valid Proof of Payment to Specialized Loan Servicing via Email, Mail or Fax to our Customer Support Department:

SLS Email Address: [customer.support@sls.net](mailto:customer.support@sls.net)  
 SLS Mailing Address: Specialized Loan Servicing LLC  
 P.O. Box 636005  
 Littleton, CO 80163-6005  
 SLS Fax Number: 1-720-241-7218

Upon receipt SLS will incorporate the information provided below to assist in researching your request.

### Missing Payment Information

Payment amount:	Payment date:	Payment method:
What is being questioned or asked to be reviewed:		If found , apply to (e.g. Monthly Payment, Principal Curtailment, Escrow)
Proof of Payment type (see below instructions):		

### If Missing Payment was Made to Prior Servicer

Prior servicer name:	Was the payment made to the prior servicer before or after the service transfer?
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### Contact Information

Borrower Name:	Co-Borrower Name:
Borrower Home Phone:	Co-Borrower Home Phone:
Borrower Cell Phone:	Co-Borrower Home Phone:
Borrower Email:	Co-Borrower Email:
Mailing Address:	Mailing Address:

**Important Message:** It may be necessary for Specialized Loan Servicing to contact you regarding your missing payment research request via email, text, and/or auto-dialer.

**Do you authorize Specialized Loan Servicing to contact you using the above listed information regarding your mortgage account?**

Yes, I authorize       No, I do not authorize

**Proof of Payment Instructions**

Proof of Payment may be sent via Email, Mail or Fax to:

SLS Email Address: [customer.support@sls.net](mailto:customer.support@sls.net)  
 SLS Mailing Address: Specialized Loan Servicing LLC  
 P.O. Box 636005  
 Littleton, CO 80163-6005  
 SLS Fax Number: 1-720-241-7218

**Proof of Payment must be a PDF or Word document and may not be a screenshot or photo.**

Proof Type	Valid	Invalid
<b>Check Copies</b>	<ul style="list-style-type: none"> <li>➤ Copy of the front and back of the cashed check Must contain deposit date and institution information on the back of the check</li> <li>➤ Copy of unedited bank statement containing all relevant transactions and account detail. All pages of the bank statement shall be included due to banks' varying display of deposits, withdraws, Non-Sufficient Funds, and/or adjustments in separate sections of the bank statement.</li> </ul> <p><b>Note:</b> Due to banks varying when they debit their customer's accounts, both items above are required</p>	<ul style="list-style-type: none"> <li>➤ Copy of the front of the check only or</li> <li>➤ Copy of the back without appropriate endorsement.</li> <li>➤ Incomplete Bank Statement</li> </ul>
<b>Automatic Clearing House (ACH) or Bank Account Debits (ACI Payments)</b>	<ul style="list-style-type: none"> <li>➤ Associated confirmation number</li> <li>➤ Copy of unedited bank statement containing all relevant transactions and account detail. All pages of the bank statement shall be included due to banks' varying display of deposits, withdraws, Non-Sufficient Funds, and/or adjustments in separate sections of the bank statement.</li> </ul> <p><b>Note:</b> If the item is processed and the bank statement has not yet been made available, please request your bank or financial institution to provide a letter on bank or financial institution letter head with the following detail:</p> <ul style="list-style-type: none"> <li>➤ Statement referencing the date and amount when the item was paid to SLS</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incomplete Bank Statement</li> </ul>
<b>Bank Bill Pay</b>	<ul style="list-style-type: none"> <li>➤ <b>If electronically sent:</b> Copy of unedited bank statement containing all relevant transactions and account detail. All pages of the bank statement shall be included due to banks' varying display of deposits, withdraws, Non-Sufficient Funds, and/or adjustments in separate sections of the bank statement.</li> <li>➤ <b>If check:</b> requires above and copy of front and back of cashed Bill Pay check. Must include bank endorsements</li> </ul> <p><b>Note:</b> Due to banks varying when they debit their customer's accounts, both items above are required.</p>	<ul style="list-style-type: none"> <li>➤ Copy of the check only</li> <li>➤ Copy of the statement only (if Bill Pay by check)</li> </ul>
<b>Wires</b>	<p>All wire confirmation information:</p> <ul style="list-style-type: none"> <li>➤ Wire number</li> <li>➤ Wire Account Number</li> <li>➤ Copy of wire transfer detail from sending bank</li> <li>➤ Date</li> <li>➤ Amount</li> </ul>	<ul style="list-style-type: none"> <li>➤ Failing to provide wire number</li> </ul>
<b>Western Union (Money Orders)</b>	<ul style="list-style-type: none"> <li>➤ Copy of receipt showing WU payment sent</li> <li>➤ Copy of front and back of cashed money order</li> <li>➤ Copy of electronic transaction from place of purchase (e.g. Walmart)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Only receipt of money order purchased is <b>invalid</b>.</li> </ul>