

# Contact Us

01/22/2025 1:59 pm EST

## Get Support

### We're just a call or click away!

Any time you have questions or need help, we're happy to serve you! Here are a few ways to reach us:

- Call [866-760-3703](tel:866-760-3703)
- Log into our [website](#) or [app](#) to message with us
- [Email us](#)

### Hours of Operation:

Monday - Friday, 6 a.m. to 6 p.m. MT

Saturday - 8 a.m. to 12 p.m. MT

### Are you having trouble making payments?

As your mortgage partner, we are here to help if you are facing financial hardship. Whether you need help bringing your account current or are behind on payments and looking to sell, we want to help you navigate options that are available for your loan.

Please reach out to our Homeowner Assistance Team at [866-760-3973](tel:866-760-3973) or [email us](#).

## Mail a Payment

**Questions about how and where to make payments?** Check out [Ways to Pay](#) for a variety of options online, by phone, and by mail.

### Mail a Payment:

New Day Financial, LLC DBA NewDay USA  
PO Box 660217  
Dallas, TX  
75266-0217

### Overnight & Payoff Funds:

New Day Financial, LLC DBA NewDay USA  
10800 E Geddes Ave, Suite 100  
Englewood, CO 80112

## Home Insurance

## Home Insurance

If you have a new insurance policy, please send the new policy documents to us as follows:

**Online (it's quick and easy!):** [ihaveinsurance.com/newday](https://ihaveinsurance.com/newday)

### By mail:

New Day Financial, LLC DBA NewDay USA  
ISAQA / ATIMA  
PO Box 961254  
Fort Worth, TX 76161

If you have an escrow account set up to pay your home insurance premium(s) and need to send us a bill, please send it to the address above. If the payment due date is less than two weeks away, please email it to us with your new policy documents at [loaninfo@newdayservicing.com](mailto:loaninfo@newdayservicing.com) and we will expedite payment.

## Insurance Claims

Have an insurance claim? First, contact your insurance company to file a claim and then begin the claims process with

NewDay USA  
by calling 833.253.1133. You will then be able to check the status of your claim at [www.propertyclaimcenter.com](http://www.propertyclaimcenter.com).

If you need to send a check to us for our endorsement, our mailing addresses are:

### PO Box:

New Day Financial, LLC DBA NewDay USA  
Loss Draft Department  
PO Box 29985  
Phoenix, AZ 85038-9985

### Overnight:

New Day Financial, LLC DBA NewDay USA  
Loss Draft Department  
827 West Grove Ave  
Mesa, AZ 85210

## Property Taxes

### Property Taxes – Escrow

If you have an escrow account set up to pay your property taxes and receive a bill from your taxing authority, please send a tax copy at your earliest convenience:

- **By mail:**  
NewDay Financial, LLC  
P.O Box 90015  
Coppell, TX 75019
- **Fax:** [817-826-0013](tel:817-826-0013)

- **Email:** [loaninfo@newdayservicing.com](mailto:loaninfo@newdayservicing.com)

### **Property Taxes – Non-Escrow**

If you do not have an escrow account set up to pay your property taxes and you receive a delinquent tax notice that has been paid, please send proof of payment to us:

- **By mail:**  
NewDay Financial, LLC  
P.O Box 90015  
Coppell, TX 75019
- **Fax:** 817-826-0013
- **Email:** [loaninfo@newdayservicing.com](mailto:loaninfo@newdayservicing.com)

If you need to contact us regarding a property tax bill for your home, please call **800-933-8389**.

## **Other Correspondence**

### **Other Correspondence**

NewDay USA

PO Box 4638  
Englewood, CO 80155

### **Designated Address for Notices of Error & Information Requests**

NewDay USA

PO Box 3398  
Englewood, CO 80155

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