# **Contact Us**

08/22/2025 11:11 am EDT

# **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
- 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 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

#### By mail:

New Day Financial, LLC DBA NewDay USA ISAOA / 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 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.

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:

New Day Financial, LLC DBA NewDay USA P.O Box 90015 Coppell, TX 75019

• Fax: 817-826-0013

• Email: 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:

New Day Financial, LLC DBA NewDay USA P.O Box 90015 Coppell, TX 75019

• **Fax:** 817-826-0013

• Email: loaninfo@newdayservicing.com

# **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