

## Loan Servicing with Dovenmuehle Mortgage Incorporated (DMI) Frequently Asked Questions

### What does it mean to 'transfer servicing' of a loan?

West Town Bank & Trust appreciates the opportunity to provide solutions for your mortgage financing needs, and we are happy to have you as a valued customer. We are not selling your loan. Dovenmuehle Mortgage Incorporated (DMI) will take over the servicing of your loan, which means they will provide, including but not limited to, the following services:

- Delivery of billing notices and statements;
- Applying and processing payments;
- Provide a specialized loan portal with advanced online capabilities; and
- Offer best-in-class service for any of your loan-related questions.

In addition, this means that you should call DMI with any and all mortgage related questions going forward at (800) 669-4268.

### How does this impact my loan?

The transfer of the servicing of the mortgage loan does not affect any term or condition of the mortgage instruments other than terms directly related to the servicing of your loan.

### Who is DMI?

DMI is one of the leaders in loan subservicing assistance. DMI was established in 1844 and has built a reputation for regulatory compliance and customer service.

### Why is West Town Bank & Trust transferring the servicing of my loan?

Partnering with DMI will allow us to focus more on you, our customer. This includes meeting more of your everyday needs in support of your financial goals, and offering enhanced loan servicing capabilities.

### Why did I receive multiple letters?

A letter was sent in the mail for each loan number that will transfer servicing to DMI. Therefore, if you have multiple loans with us, you may have received multiple letters.

**When is this happening?**

As stated in the letter, DMI will start accepting payments received from you on and after May 10, 2023. If you have not received a letter or have any additional questions surrounding the details of the letter, please do not hesitate to call us at (855) 693-8290.

**What action(s) do I need to take?**

Depending on how you currently access and/or pay your loan, the action you need to take will vary. Please see below for more details.

- For Mail or Third-Party Bill Pay Payments – We ask you update the address you normally send your payments to and now use the DMI address listed below for payment handling.

**Dovenmuehle Mortgage Inc.**  
**1 Corporate Drive, Suite 360**  
**Lake Zurich, IL 60047-8945**

- For ACH Payments – Please call DMI to update your ACH information to ensure you don't experience payment interruptions. However, if a payment is made to West Town Bank & Trust, we will be sure to forward those payments to DMI.

**DMI Toll Free Phone: 1-800-669-4268**

- For Online Payments – Follow the below link and click register to start accessing the DMI online platform to track your loan history and set up online payments.

**DMI Online Portal: <https://dmi.yourmortgageonline.com/>**

We want to thank you again for choosing West Town Bank & Trust for your banking needs. Rest assured we will continue to be here to assist you the best we can.

Please do not hesitate to contact us with any questions, comments or concerns.

Your Team at West Town Bank & Trust,

**West Town Bank & Trust**  
Customer Service Department  
1-855-693-8290  
[info@westtownbank.com](mailto:info@westtownbank.com)