

# PHH Mortgage Services Contact Info

Texas Capital Bank is a leading provider of liquidity solutions to mortgage lenders across the country. As part of our business, we purchase mortgage loans from independent lenders and use PHH Mortgage Services (PHH) to service mortgage loans on our behalf.

If you have received a letter stating that Texas Capital Bank has purchased your mortgage loan and need assistance, please contact PHH directly using the information provided below.

## CORRESPONDENCE



### General Correspondence

PHH Mortgage Services  
PO Box 5452  
Mount Laurel, NJ 08054

### Qualified Written Requests (QWR's)

PHH Mortgage Services  
P.O. Box 66002  
Lawrenceville, NJ 08648

## PHONE



### Customer Service Toll-Free

800-449-8767

**Hours: (Eastern Time)**  
Monday through Friday  
8:00 a.m. - 9:00 p.m.

Saturday  
8:00 a.m. - 5:00 p.m.

## PAYMENTS



### Borrower Loan Payments

PHH Mortgage Services  
PO Box 371458  
Pittsburgh, PA 15250-7458

### Overnight Payment Address

PHH Mortgage  
PO Box 371458  
500 Ross Street 154-0470  
Pittsburgh, PA 15250-7458

## WEB PORTAL AND EMAIL ADDRESS



### Borrower Online Portal

[www.mortgagequestions.com/main/](http://www.mortgagequestions.com/main/)



### Customer Service Email

[customercare@mortgagefamily.com](mailto:customercare@mortgagefamily.com)

*Texas Capital Bank, N.A. is a wholly owned subsidiary of Texas Capital Bancshares, Inc. We are a commercial bank that delivers highly customized financial services to businesses across the country, including credit, liquidity and treasury solutions designed for mortgage lenders through our Mortgage Finance division. All services are subject to applicable laws, regulations and service terms. NMLS 460547.*