

Protecting Your Mortgage Payments From Fraud

Homeowners nationwide have fallen victim to a type of fraud that can be particularly devastating: Scammers may contact you via phone, text, or email pretending to be from your mortgage company, claiming your account is past due or at risk of foreclosure, and convince you to send payments to them instead of your mortgage company. Once the money is sent, it's like handing over cash—it is nearly impossible to recover. We want to ensure your home investment stays safe.

Please Remember:

We will NEVER ask you to make a mortgage payment using:

- **Payment Apps such as Zelle, Venmo or CashApp:** We recommend that you only make payments through New American Funding's mobile application (links to download are available on our [website](#)) or a mobile application offered by your financial institution.
- **Gift Cards**, for example: Google Play, Apple, or retail gift cards
- **Cryptocurrency:** We will never ask for payment in Bitcoin or other digital currencies
- **Wire transfer:** Loans may be paid off with a wire transfer but monthly payments should not be.

NEVER:

- Send your payment to any other address than the payment address listed on your billing statements or on our [website](#).
- Send your payment to any company or person other than New American Funding.

How to Stay Safe:

Stick to Official Channels:

Only make payments through our secure online portal, over the phone at [800-893-5304](tel:800-893-5304), by mail to the payment address listed on your billing statements or on our [website](#), or to New American Funding through Western Union Quick Collect.

Hang Up and Call Back:

If you receive a suspicious call or text demanding immediate payment, stop. Do not use any links or phone numbers provided in that message. Call us directly at [800-893-5304](tel:800-893-5304) to verify your account status.

Trust Your Gut:

If a representative is being unusually aggressive or demanding payment by a non-traditional method like a payment app, gift card, cryptocurrency or wire transfer to "save your home," it is a scam.

If you believe you have been contacted by a scammer:

Go to: <https://www.consumerfinance.gov/complaint/> to submit a complaint and get information on how to fight back. You can also call [+1 \(888\) 995-HOPE \(4673\)](tel:+18889954673) to get help from a government-approved homeownership counselor.