



**NEW LOAN INFORMATION FOR VMLS**

**ADDRESSES:**

***Physical Address:***

Volunteer Mortgage Loan Servicing  
404 James Robertson Pkwy, Suite 1450  
Nashville, TN 37219-1536

***Payment Address:***

Volunteer Mortgage Loan Servicing  
PO Box 305170  
Nashville, TN 37230-5170

***Email Address:***

[custserv@volservicing.com](mailto:custserv@volservicing.com)

**Wiring Instructions**  
(Principal Reduction)

First Tennessee Bank  
165 Madison Avenue  
Memphis, TN 38103

ABA #: 084000026  
Account #: 189365590

Message: Credit THDA Payment Clearing

**PRIMARY ESCALATION CONTACTS:**

Assistant Director:	Trebia Johns	(615)649-3424	<a href="mailto:tjohns@volservicing.com">tjohns@volservicing.com</a>
Senior Advisor:	Heather Johnson	(615)649-3420	<a href="mailto:hjohnson@volservicing.com">hjohnson@volservicing.com</a>

**MORTGAGEE CLAUSE:**

*Tennessee Housing Development Agency  
and its successors and/or assigns as their interests may appear  
502 Deaderick Street, 3rd Floor  
Nashville, TN 37243*

**LIFE OF LOAN FLOOD CERTIFICATION:**

*Tennessee Housing Development Agency  
404 James Robertson Pkwy., Suite 1450  
Nashville, TN 37219-1536*

**ID NUMBERS:**

*Holder & Servicer*  
FHA .....49390-09997  
USDA .....626001445-001  
VA.....8770010000  
MERS.....1014378

TAX ID.....62-6001445

## **FAQ**

### ***Who is VMLS?***

Volunteer Mortgage Loan Servicing, VMLS, is a division of THDA. THDA created VMLS to service the THDA portfolio in-house.

### ***Are monthly statements sent out?***

Volunteer Mortgage Loan Servicing will mail monthly statements showing the next payment due and account activity from the prior month.

### ***When is escrow analysis completed?***

Escrow analysis will be completed in February each year.

### ***How can payments be made?***

Payments can be made the following ways:

1. On the website – only full payments
2. Over the phone by calling 844-865-7378, Monday – Friday, 8am – 5pm CST
3. Mailing a check or money order to our payments address
4. In Person at our physical address, Monday – Friday, 8am – 5pm CST

### ***Is there a cut off time for same day payments?***

Payments need to be received before 3pm each day to be posted the same day. If they are received after 3pm, payments are posted the next business day.

### ***Can partial payments be made?***

Partial payments can be made prior to the 1<sup>st</sup> of the month when the payment is due.

### ***Can recurring ACH payments be made?***

Borrowers can fill out an Autopay Form and be set up on recurring monthly ACH payments.

### ***What are the Customer Service hours?***

Customer Service hours are Monday – Friday, 8am – 5pm CST and can be reached by calling 844-865-7378.

### ***When are 1099s mailed?***

1099s are mailed from the State of Tennessee by January 31<sup>st</sup>.