



NEW LOAN INFORMATION FOR VMLS

ADDRESSES:

Physical Address:

Volunteer Mortgage Loan Servicing
502 Deaderick St, 3rd Floor
Nashville, TN 37243

Payment Address:

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

Email Address:

custserv@vol servicing.com

Wiring Instructions:

Email loan information and wire advice of payment to
payments@vol servicing.com

First Horizon Bank
165 Madison Avenue
Memphis, TN 38103

ABA #: 084000026
Account #: 189365590

Message: Credit THDA Payment Clearing

PRIMARY ESCALATION CONTACTS:

Director:	Trebia Johns	(615)649-3424	tjohns@vol servicing.com
Assistant Director:	Heather Johnson	(615)649-3420	hjohnson@vol servicing.com

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
502 Deaderick St, 3rd Floor
Nashville, TN 37243*

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 by the borrower?

Payments can be made the following ways:

1. On the website: www.volservicing.com
2. Over the phone by calling 844-865-7378, Monday – Thursday, 8am – 5pm CST, Friday, 8am - 4pm CST
3. Mailing a check or money order to our Payment PO Box address
4. In Person at our physical address, Monday – Thursday, 8am – 5pm CST, Friday, 8am - 4pm

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 1st of the month when the payment is due. Partial payments are accepted online, by phone, and by mail. Partial payments cannot be set up on auto pay through VMLS.

Can recurring ACH payments (Auto Pay) be made?

Borrowers can set up Autopay online and be set up on recurring monthly ACH payments. Payments must be set up to draft on the 1st – 15th day of the month.

What are the Customer Service hours?

Customer Service hours are Monday – Thursday, 8am – 5pm CST, Friday, 8am - 4pm and can be reached by calling 844-865- 7378.

When are 1099s mailed?

1099s are mailed from the State of Tennessee by January 31st.