

New Borrower Customer Service Guide

Call Customer Service 800-235-6938

Before calling Virginia Housing, have your loan number and Social Security number available, so that we can quickly and easily find your information.

Virginia Housing's Customer Service team is available 8 a.m. to 6 p.m., Monday through Friday. Our offices are closed on all state and federal holidays.



Call Customer Service to:

Make a phone payment.

- ▶ Press 2 to be transferred to Virginia Housing's payment processing vendor, or call 877- 849-7060.

Check your loan balances and recent payment information.

- ▶ Press 1, enter your loan information, then press 2.

Find addresses and fax numbers.

- ▶ Press 1, enter your loan information, then press 5.
 - Press 1 for instructions on where to mail your monthly payment.
 - Press 2 for hazard/homeowner's insurance correspondence.
 - Press 3 for real estate tax correspondence.
 - Press 4 for all other written or faxed correspondence.

Get instructions to pay your mortgage by Western Union or MoneyGram.

- ▶ Press 1, enter your loan information, then press 1.
 - Press 3 for Western Union instructions.
 - Press 4 for MoneyGram instructions.

Find Virginia Housing's overnight delivery address.

- ▶ Press 1, enter your loan information, press 1, then press 2.

Reverse a double payment.

- ▶ Press 1, enter your loan information, then press 0 to speak with a Customer Service Representative. Please note a double payment may not be reversed before it is processed.



Login to the online mortgage website anytime at: [VirginiaHousing.com/ManageYourMortgage](https://www.virginiahousing.com/ManageYourMortgage).

Use the online mortgage website to:

Confirm your most recent payment.

- ▶ Click My Loan, then Mortgage History.

Enroll in automatic payments.

- ▶ Click Payments, then Autopay. Enter and submit the requested payment information.

Need to order an appraisal, deed of trust, copy of your mortgage note, or settlement statement?

- ▶ Contact Customer Service by phone.

Please note that there is a \$5 fee per document requested.