Contact Us

09/18/2026 9:10 am CDT

Get Support

We're just a call or click away!

Any time you have questions or need help with your mortgage, we're here to support you! Here are a few ways to reach us:

- Call 866-992-3219
- Log into our website to message with us
- Email us

Hours of operation:
Monday through Friday from 6 AM – 6 PM Mountain Time (MT)
Saturday from 8 AM – Noon (MT)

Are you having trouble making payments?

As your mortgage partner, we are here to help if you are facing financial hardship. Whether you need help bringing your account current or are behind on payments and looking to sell, we want to help you navigate options that are available for your loan.

Please reach out to our Homeowner Assistance Team at 866-992-3889 or email us.

Mail a Payment

Questions about how and where to make payments? Check out Ways to Pay for a variety of options online, by phone, and by mail.

Mail a Payment:

NOVA Home Loans
PO Box 660217
Dallas, TX
75266-0217

Overnight & Payoff Funds:

NOVA Home Loans
10800 E Geddes Ave, Suite 100
Englewood, CO 80112

Insurance Department

Homeowner's (Hazard) Insurance

If you pay your homeowner's insurance premiums through your regular monthly mortgage payment (also called an escrow account) and you receive a bill from your insurance provider or have a new insurance policy, please send the bill or new policy to us:

Online (it's quick and easy!): ihaveinsurance.com/novahomeloans

By mail:
NOVA Home Loans
ISAOA / ATIMA
PO Box 961254
Fort Worth, TX 76161

By email: EvidenceofInsurance@ihaveinsurance.com

Insurance Claims

Have an insurance claim? First, contact your insurance company to file a claim and then begin the claims process with NOVA Home Loans by calling 833.253.1133. You will then be able to check the status of your claim at www.propertyclaimcenter.com.

If you need to send a check to us for our endorsement, our mailing addresses are:

PO Box:
NOVA Home Loans
Attn: Property Loss Department
PO Box 29985
Phoenix, AZ 85038-9985

Overnight:
NOVA Home Loans
Attn: Property Loss Department
7350 N Dobson Rd, Suite 101
Scottsdale, AZ 85256

Tax Contacts

Property Taxes – Escrow
If you have an escrow account set up to pay your property taxes and receive a bill from your taxing authority, please send a tax copy at your earliest convenience:

- **By mail:**
  NOVA Home Loans
  PO Box 2505
  Covina, CA 91722

- **Email:** loaninfo@myloanservicer.com

Property Taxes – Non-Escrow
If you do not have an escrow account set up to pay your property taxes and you receive a delinquent tax notice that has been paid, please send proof of payment to us:

- **By mail:**
  NOVA Home Loans
  PO Box 2505
  Covina, CA 91722
- **Email:** loaninfo@myloanservicer.com

If you need to contact us regarding a property tax bill for your home, please call 888-412-3628.

Other Correspondence

Other Correspondence

NOVA Home Loans
PO Box 4638
Englewood, CO 80155

Designated Address for Notices of Error & Information Requests

NOVA Home Loans
PO Box 3398
Englewood, CO 80155