Contact Us

11/23/2026 3:32 pm EST

Get Support

We're just a call or click away!

Any time you have questions or need help, we're happy to serve you! Here are a few ways to reach us:

- Call 866-935-9688
- Log into our website to message with us
- Email us

Hours of operation:
Monday through Friday, 6 AM – 6 PM Mountain Time (MT)
Saturday, 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 866-953-4574 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:

FirstBank Mortgage
PO Box 660217
Dallas, TX
75266-0217

Overnight & Payoff Funds:

FirstBank Mortgage
10800 E Geddes Ave, Suite 100
Englewood, CO 80112

Home Insurance

Home Insurance

If you have a new insurance policy, please send the new policy documents to us as follows:

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

By mail:
FirstBank
ISAOA / ATIMA
PO Box 961254
Fort Worth, TX 76161

By email: EvidenceofInsurance@ihaveinsurance.com

If you have an escrow account set up to pay your home insurance premium(s) and need to send us a bill, please send it to the address above. If the payment due date is less than two weeks away, please email it to us with your new policy documents at loaninfo@myloanservicer.com and we will expedite payment.

Insurance Claims

Have an insurance claim? First, contact your insurance company to file a claim and then begin the claims process with FirstBank Mortgage by calling 833.253.1133. You will then be able to check the status of your claim at **PropertyClaimCenter.com**.

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

PO Box:
FirstBank Mortgage
Attn: Property Loss Department
PO Box 29985
Phoenix, AZ 85038-9985

Overnight:
FirstBank Mortgage
Attn: Property Loss Department
7350 N Dobson Rd, Suite 101
Scottsdale, AZ 85256

Property Taxes

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:**
  FirstBank Mortgage
  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:**
  FirstBank Mortgage
  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

FirstBank Mortgage
PO Box 4638
Englewood, CO 80155

Designated Address for Notices of Error & Information Requests

FirstBank Mortgage
PO Box 3398
Englewood, CO 80155