

Payoff Amount and Request

1. When requesting mortgage balance information:

- a. Submit all requested information
- b. If you are not the borrower, provide a signed release of information authorization form.

2. Required Information:

- a. Your First and Last Name:
- b. Your relation to loan: Borrower / Lender / Title Company / Other: describe _____
- c. Your current phone number:
- d. Your current mailing address:
- e. Your current email address:
- f. Address seeking subordination for:
- g. Name of borrower with Winnebago Homebuyer loan:
- h. Approximate year of Winnebago Homebuyer loan:

3. What Is Being Requested:

Specify which of the two options you are requesting:

- a. Mortgage Balance - How much is owed (allow 5 business days); or
- b. Issuance of a formal Payoff Notice (allow 10 business days)

4. Submit Request To:

- a. **PHONE: Call 920.424.1450.** (you will not be provided payoff amount at this request call)
 - Let staff know you are calling about mortgage payoff information.
 - Report all information listed in #2 above.
 - Let staff know what specifically is being requested in #3 above.
 - If not the borrower, report how and when you will submit the signed release of information authorization form (fax, email, mail, drop-off).
- b. **EMAIL: [AlexandriaW\(at\)ohawcha.org](mailto:AlexandriaW@ohawcha.org) replace (at) with @**
 - In subject line, list address with loan, followed by Payoff
 - Include all requested information from #2 and #3 above in the message or as attachment
 - If not the borrower, attach signed release of information authorization form.
- c. **FAX: 920.424.1474**
 - Use cover sheet with: "Attention Homebuyer Payoff" and specify preferred response method.
 - List all information from #2 and #3 above on page 2.
 - Fax requests must include signed release of information authorization form.
- d. **MAIL:** Submit all requested information and preferred response method* to:
Winnebago County Housing Authority
Attn Homebuyer Payoff
PO Box 0397
Oshkosh, WI 54903
- e. **DROP-OFF:** Submit all requested information and preferred response method* utilizing the 24 hour drop-off slot located in the south circle drive entrance of 600 Merritt Avenue, Oshkosh, WI.
 - For a map, visit: www.ohawcha.org/wp-content/uploads/2020/07/Drop-Box-Map.pdf

* If response method is not direct follow up with the borrower, please include signed release of information form