



5862 Cromo Dr., Suite 100 • El Paso, TX 79912
915-249-3766 Office • 915-317-1333 Fax

GENERAL INFORMATION REGARDING YOUR ACCOUNT

Location for Payment:

Uprising Investments
5862 Cromo Dr. Suite 100
El Paso, TX 79912

OR

Uprising Investments
PO BOX 220255
El Paso, TX 79913

Contact Information

915-444-5818 Phone
915-317-1333 Fax
customerservice@uprisinginvestments.com

Hours of Operation

Monday – Friday 8:00am – 4pm MST

Payments

Payments are posted as of the day that they are received. If they are received after 4pm then they will be posted for the next business day. Full payment is due to include late fees at time of posting. If the payment is short, then the payment will be held in reserve until the remaining funds are received. Any access will be posted towards principle unless other charges are due. Uprising Investments does not accept CASH payments.

Late Charges

Late charges will be assessed after your grace period has ended. Please refer to your loan documents for this amount and grace period. In order to ensure that your payment is received on time, you may make the payment in person during business hours or my mailing 7-10 days before to allow for mail delivery to the address above. Uprising Investments is not responsible for late receipt from the postal service.

Other Charges

Other charges may be assessed on your account. Please refer to the Fee Schedule for details.

Retuned Checks/NSF

There will a fee assessed for any payment returned by your financial institution. Please refer to the Fee Schedule for details. Uprising Investments has to right to require all future payments to be in a money order or cashier's check after one returned check.

Homeowners Insurance/Flood Insurance

You are required to have insurance on your property for the life of your loan. Please refer to your loan documents for information. If your insurance information has changed, you will need to notify us immediately to update the information or you risk your property not being insured. If no insurance is in place, Uprising Investments has the right to put forced placed insurance on your account.

Bankruptcy

If you file bankruptcy, please forward your case information to the address listed above.

Authorization to Release Information

Uprising Investments must have this on file to release any information to anyone other than listed on the original loan documents.

Attempt to Collect a Debt

Any communication by Uprising Investments is an attempt to collect a debt and any information obtained will be used for that purpose.

Making Payments to Your Mortgage Servicer

You may find more information from the Federal Trade Commission at the following website.
<https://www.consumer.ftc.gov/articles/0190-making-payments-your-mortgage-servicer>