

FAQ – Unclaimed Property

Question: I received an email from ditech regarding unclaimed property, is it legitimate?

Answer: Yes, if you received an email from ditech@ditech-notify.com than follow the instructions on the website to complete the request

Question: I completed the form on the site, now what?

Answer: You should receive a message on the site after you enter in detail like property address and last 4 of SSN, letting you know that we found an uncashed check. Please allow up to 45 business days to receive your check if there was a check in unclaimed property for you.

Question: I don't remember receiving any check, what is the money for?

Answer: Typically, it is one of the following:

- Escrow Surplus Refund
- Hazard Insurance Funds
- Overpayment at time of payoff
- Reimbursement for a speedpay fee (Speedpay is the application that was used to take payments over the phone. In some states, we are not allowed to charge customers to make payments)

Question: How will I know what the amount of the check is?

Answer: When you receive your check in the mail. Please allow 45 business days to receive from time of submission.

Question: How will I be contacted if additional information is needed?

Answer: You will be contacted via email or phone call depending on the situation if additional information is needed. Some common scenarios of when additional information is needed are last name changes due to divorce, death of one of the mortgagors, request to take off a payee on the check.

Question: Will I get an updates on status of check?

Answer: Once Ditech has mailed out your check, we will send an email to you at the email address provided on the website to let you know what date it has been mailed out on.