



Mortgage Servicing: Error Resolution & Information Requests

Notice of Error Resolution and Information Requests

If you think an error has occurred on your mortgage loan or if you need specific information about the servicing of your mortgage loan, please write us at:

Civista Bank
Loan Operations
P O Box 5016
Sandusky Ohio 44870

All written requests for information or notices of error must be on a piece of paper separate from your statement or billing notice and must contain the following information:

1. Your Name
2. Account Number
3. Property Address
4. Description of the error along with an explanation as to why you believe it is an error or a request for specific information regarding the servicing of your loan
5. Current contact information so we may follow up with you