MORTGAGE SERVICER COMMUNICATIONS TRACKER

Keep a record of every call, email, or document you send — it could protect your home.

Most people don't keep records of servicer calls — not from laziness, but because no one told them how. This tool makes it simple to document what was said, when, and why it matters.

WATCH: HOW TO TRACK SERVICER CALLS (AND WHY IT MATTERS)

3-minute guide with real examples

Tap the play button to get started



MORTGAGE SERVICER COMMUNICATION LOG - EXAMPLE ENTRIES

INSTRUCTION LINE:

USE THESE AS A GUIDE FOR WHAT TO WRITE DOWN AND WHY IT MATTERS.

✓ Sample Entry 1:

== 4/30/25

Sara – ABC Mortgage

- Asked about forbearance

-Call back in 2 days

-Sent hardship letter

✓ Sample Entry 2: == 5/2/25

Josh – Loan Dept.

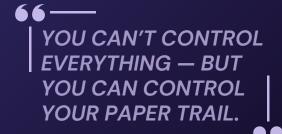
-Checked app status

-Awaiting review

-No docs sent

Optional Third Entry:

" / /__



WANT MORE SPACE TO LOG YOUR CALLS?

Download the full tracker worksheet here



Most people don't realize how important a call log is until a servicer "forgets" something they said. This guide helps you stay ahead of the confusion — and in control of the record.



Think you'll remember every call? Don't bet your home on it.

<u> Download the companion call log worksheet here.</u>

Free tools. Real solutions. Built for homeowners.

Get your free roadmap now at Roadmap

Disclaimer: This worksheet is provided for informational purposes only and is not financial advice. Always review your budget with a qualified advisor if you're unsure about your numbers.