

# 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:  
📅 / / \_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
---

“ —  
| YOU CAN’T CONTROL  
| EVERYTHING — BUT  
| YOU CAN CONTROL  
| YOUR PAPER TRAIL. |  
— ”

**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.*

➡ [Download the companion call log worksheet here.](#)

Free tools. Real solutions. Built for homeowners.

Get your free roadmap now at  **GrabMyRoadmap**.com

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.