

Who we are	
Who is providing this notice?	CrossCountry Mortgage, LLC, RoundPoint Mortgage Servicing, LLC, TH MSR Holdings LLC, and RoundPoint Mortgage Solutions, LLC (collectively, “CCM Companies”).
What we do	
How do CCM Companies protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with Federal law. These measures include computer safeguards and secured files and buildings.
How do CCM Companies collect my personal information?	We collect your personal information, for example, when you: ▪ Apply for a loan ▪ Pay your bills ▪ Give us your income information or provide account information ▪ Provide employment information We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only: ▪ Sharing for affiliates’ everyday business purposes—information about your creditworthiness ▪ Affiliates from using your information to market to you ▪ Sharing for nonaffiliates to market to you State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.
What happens when I limit sharing for an account I hold jointly with someone else?	Your choices will apply to everyone on your account.
Definitions	
Affiliates	Companies related by common ownership or control. They can be financial and non-financial companies. ▪ <i>Our affiliates include companies such as RoundPoint Mortgage Servicing LLC; CrossCountry Mortgage, LLC; and RoundPoint Mortgage Solutions, LLC; TH MSR Holdings LLC, First Source Title Agency, Inc., First Source Title, LLC., Premier Team Title, LLC, GM Title and Escrow Services, CrossCountry Home and Auto Insurance Agency, LLC, and Two Harbors Investment Corp.</i>
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. ▪ <i>Nonaffiliates we share with can include mortgage companies, insurance companies, securities firms, financial advisors, financial products providers, tax preparers, retailers, realty companies, direct marketing companies, solar or energy efficiency companies, and nonprofit organizations.</i>
Joint marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. ▪ <i>Our joint marketing partners include insurance and other financial companies.</i>
Other Important Information	
Vermont Customers Only: We will not disclose information about your creditworthiness to our affiliates and will not disclose your personal information, financial information, credit report, or health information to nonaffiliated third parties to market to you, other than as permitted by Vermont law, unless you authorize us to make those disclosures. Additional information concerning our privacy policies can be found at https://www.roundpointmortgage.com/privacy or call 877-426-8805.	
Alaska Customers Only: EXCEPT AS PERMITTED BY LAW, WE WILL NOT SHARE YOUR PERSONAL INFORMATION WITH NONAFFILIATES OR AFFILIATES UNLESS YOU AUTHORIZE US TO. TO OPT-IN TO SHARING, PLEASE CONTACT US AT 877-426-8805.	
North Dakota Customers Only: EXCEPT AS PERMITTED BY LAW, WE WILL NOT SHARE YOUR PERSONAL INFORMATION WITH NONAFFILIATES UNLESS YOU AUTHORIZE US TO. TO OPT-IN TO SHARING, PLEASE CONTACT US AT 877-426-8805.	
Nevada Residents Only: This notice is provided pursuant to state law. You may choose to be placed on our internal do not call list by calling us at 877-426-8805, writing us at RoundPoint Mortgage Servicing LLC, P.O. Box 19409 Charlotte, NC 28219-9409, or emailing us at servicinghelp@roundpointmortgage.com . To obtain more information regarding Nevada Revised Statutes section 228.600, contact us at the address, phone number or e-mail address above or the Nevada Attorney General’s Bureau of Consumer Protection, 555 E. Washington Street, Suite 3900, Las Vegas, NV 89101. Phone: 702-486-3132. Email: BCPINFO@ag.state.nv.us .	
California Residents Only: In accordance with California law, we will not share information we collect about you with companies outside of CCM Companies, unless the law allows. For example, we may share information with your consent, to service your accounts, or to provide rewards or benefits you are entitled to. We will limit sharing among our companies to the extent required by California law.	
Texas Residents Only: For questions or complaints, you may call us at 877-426-8805. COMPLAINTS REGARDING THE SERVICING OF YOUR MORTGAGE SHOULD BE SENT TO THE DEPARTMENT OF SAVINGS AND MORTGAGE LENDING: 2601 N. LAMAR, SUITE 201, AUSTIN, TX 78705. A TOLL-FREE CONSUMER HOTLINE IS AVAILABLE AT 1-877-276-5550 . CONSUMERS WISHING TO FILE A COMPLAINT AGAINST A MORTGAGE COMPANY OR RESIDENTIAL MORTGAGE LOAN ORIGINATOR LICENSED IN TEXAS SHOULD SEND A COMPLETED COMPLAINT FORM TO THE DEPARTMENT OF SAVINGS AND MORTGAGE LENDING (SML): 2601 N. LAMAR BLVD., SUITE 201, AUSTIN, TEXAS 78705; TEL: 1-877-276-5550. INFORMATION AND FORMS ARE AVAILABLE ON SML'S WEBSITE: SML.TEXAS.GOV	
For Insurance Customers in AZ, CA, CT, GA, IL, ME, MA, MN, MT, NV, NC, OH, OR and VA Only: You may contact us at 877-426-8805 to learn the information we have about you relating to an insurance transaction. You may receive a copy of the information and may also request to correct, amend, or delete your information.	