



Guide to Loan Payoffs

In order to payoff a loan, the borrower will need to request a payoff quote from the sub-servicer prior to sending in funds. All payoffs are subject to PeerStreet approval if servicing has been retained.

FCI lender Services -Servicing Retained



What's Required

You must include the following in your payoff request:

- FCI loan ID
- Desired payoff date
- Property address
- Note any remaining reserve balance and/or additional fees due, and any special instructions

FCI will respond directly to the payoff request within three business days (or less) of the requested date unless the loan is in foreclosure which may add 1-2 business days.

How to Submit a Request

To order a payoff, simply include the details above and send an email request to: payoff@myfci.com and copy (CC:) servicing@peerstreet.com.

All Other Servicers – Servicing Released



What's Required

You must include the following in your payoff request:

- Must contain 3 pieces of Customer Identification:
 - o Borrowers Name, Property Address and loan number.
- Must have a valid good through date, cannot exceed 30 days.
- Signed Borrower authorization dated within the last 60 days if not requested by borrower.

The servicer will respond to the payoff demand within five business days (or less) of the requested date.

How to Submit a Request

To order a payoff, simply include the details above and send an email request to:

Fay Servicing: payoffrequests@fayservicing.com

Shellpoint: CommercialPayoffs@shellpointmtg.com

BSI Financial Services: payoffrequest@bsifinancial.com