DIA SERVICING
MORTGAGE & ESCROW

2026-2027

NEW LENDER INTAKE GUIDE

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KEY CONSIDERATIONS & FAQS

Thank you for considering DIA Servicing, LLC, as your trusted mortgage servicing partner. Onboarding a new loan with DIA is a breeze if you the following key considerations are noted, and if our team has all required documents listed within this guide. If you have any questions, please contact us and we will be happy to assist you.

Property Location: Must be located within the state of Texas

Collateral: Your loan must be secured by real property (DIA does not service unsecured loans)

DIA's standard fees:
- Intake Fee: $150.00*
- Monthly Servicing Fee: $35.00/month*

Escrow Calculations: Many people believe that a loan servicer calculates the initial escrow deposit and monthly escrow portion of a borrowers payment after a new loan has closed. This is not correct. This is done prior to closing a loan, and most commonly, is formulated by a RMLO (residential mortgage loan originator). DIA will, however, conduct an escrow analysis annually and only then will the adjusted escrow amount be communicated to a borrower

RMLO Component: Involvement of a RMLO is strongly recommended to ensure that all federal and state disclosure requirements are performed correctly AND to calculate the initial escrow cushion + monthly escrow payments

Monthly Servicing Fee + Disclosure of Servicing Fee by a RMLO: If the closing documents do not disclose that the borrower is responsible for the monthly servicing fee, the lender will be charged this amount monthly. Specifically, DIA will deduct the fee from the lender's interest portion of the monthly disbursement

Prepaid Insurance: For all new loans, DIA requires 1-year prepaid insurance. Typically this can be paid at closing (reflected on CD or HUD) or paid by your borrower just prior to closing

2-STEP PROCESS

01 All Loan/Account Documents Sent to DIA

This first step is includes gathering all loan documents and sending to our team for review and to ensure we can begin entering the loan information into our system

- Promissory Note
- Recorded Deed of Trust
- Recorded Warranty Deed
- Closing Disclosure (CD) or HUD
- Signed First Payment Letter showing PITI breakdown (PITI = Principal/Interest/Taxes/Insurance)
- Insurance binder or declaration page
- Tax Certificate
- Resale Certificate (if HOA associated with property)
- Initial escrow funds (payable to DIA Servicing)
- Intake Fee (payable to DIA Servicing)
- Completed new account setup forms for borrower and lender

DOCUMENTS MAY BE SENT TO INTAKES@DIASERVICINGTX.COM

02 Final Confirmation from DIA

Once DIA receives your signed Loan Servicing Agreement & any other items we may request, our team will send (1) the Servicing Transfer Letter to Your Borrowers; and (2) Will Send Your Lender Portal Login Information**

*DIA reserves the right to increase the standard intake fee under specific circumstances, e.g., DIA is required to spend a substantial amount of time guiding a new lender through the closing + pre-servicing process

** DIA reserves the right to refuse servicing of a new loan and our servicing agreement will not become official until you have received a signed servicing agreement from a member of our team