



**Surrender**  
Jurisdiction-Specific Requirements



**NEW YORK MORTGAGE LOAN SERVICER REGISTRATION**

**Instructions**

1. New York does not charge fees for registration surrender.
2. Surrenders will not be processed without receipt of all items listed on the checklist.
3. Principal office surrenders are processed using Company (MU1) Form.

**Note:** You must surrender each branch office using the Branch (MU3) Form.

4. You are required to indicate the physical location where the books and records will be maintained subsequent to the surrender. This information must be provided in the “Books and Records” section of Company (MU1) Form.
5. Documents listed below must be submitted within five (5) days of the electronic submission of your surrender through NMLS. If originals are required, the original document **MUST** be mailed in hard copy to the following address:

New York State Department of Financial Services  
Attention: Mortgage Banking – Supervision Unit  
One State Street  
New York, NY 10004

**DO NOT SEND THIS CHECKLIST TO THE DEPARTMENT**

SENT TO NY DEPT. OF FINANCIAL SERVICES	ITEM
<input type="checkbox"/>	<p><b>COVER LETTER</b> All surrender requests must be accompanied by a cover letter on company letterhead signed by an authorized officer or principal owner of the company, as listed in the Department’s records. If the entity is equally owned (i.e. 50-50 or 33-33 etc.) by more than one individual, the cover letter must contain an affirmation that all parties consent to the surrender.</p> <p>The cover letter must address the registrants intention to terminate the New York operations and provide the following information:</p> <p>(A) The name, address and consumer contact number of the mortgage loan servicer(s) or sub-servicer(s) to whom borrower accounts were transferred;</p> <p>(B) The name, address and telephone number of the individual(s) responsible for safekeeping of the books and records subsequent to the surrender; and</p> <p>(C) The name, address and telephone number of the individual(s) responsible for handling consumer complaints of the principal office or any branch offices.</p>

<input type="checkbox"/>	<p><b>ORIGINAL REGISTRATION.</b> You must return the original registration for the principal office and all authorized branch location(s) issued by the New York State Department of Financial Services.</p> <p><b>Note:</b> If your registration(s) has been lost or misplaced, you must submit a notarized Lost License and Certificate Affidavit. The affidavit can be downloaded at <a href="http://www.dfs.ny.gov/banking/mblca.pdf">www.dfs.ny.gov/banking/mblca.pdf</a></p>
<input type="checkbox"/>	<p><b>FINAL VOLUME OF SERVICING REPORT</b> You are required to submit a final Volume of Servicing Report (VOSR) for the last full quarter in which you engaged in loan servicing activities or held Mortgage Servicing Rights prior to the surrender of your registration.</p> <p>Information for submitting the VOSR is posted on the Department's website at <a href="http://www.dfs.ny.gov/banking/vosr.htm">www.dfs.ny.gov/banking/vosr.htm</a></p>

**WHO TO CONTACT** – For questions concerning surrendering a mortgage loan servicer registration, please contact the Department at [MLS@dfs.ny.gov](mailto:MLS@dfs.ny.gov).

SURRENDER OF YOUR LICENSE IS NOT EFFECTIVE UNTIL ACCEPTED BY THE DEPARTMENT OF FINANCIAL SERVICES. YOU REMAIN RESPONSIBLE FOR FINANCIAL OBLIGATIONS INCURRED PRIOR TO THE EFFECTIVE DATE OF THE SURRENDER