



Radian Announcement Servicer Alert #2020-1 | March 17, 2020

Radian Announces Changes to Payment Process Amid COVID-19

The health and safety of our employees, customers, and their borrowers is a top priority during this unprecedented time.

As news about COVID-19 (Coronavirus) continues to evolve, Radian regularly monitors the World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC) and other local health and government agencies for the latest updates and guidance.

In response to recent developments, Radian has implemented a companywide virtual work-from-home model, which is now required for our Philadelphia-based employees.

As a result, Radian must implement changes to our premium payment process. These changes are effective immediately and will be in place until further notice, in order to ensure the timely processing of premiums.

For Customers Who Remit Check Payments

For payments by check, be sure to include the **certificate number, closing date or remittance advice**. Please send payments based on the following:

- **Via regular mail:** Radian Guaranty Inc., PO Box 823225, Philadelphia, PA 19182-3225
- **Via overnight mail:** Radian Guaranty Inc, PO Box 823225, 525 Fellowship Road, Suite 330, Mt. Laurel, NJ 08054-3415
- **DO NOT** send checks to 1500 Market Street, Philadelphia. Payments sent to this location will experience a delay in processing
- Electronic payments can be made quickly and easily. Learn how you can set up electronic payments by contacting Radian's Customer Care at customercare@radian.com or 877.RADIAN1 (723.4261)

For Customers Who Remit Electronic Payments

For payments made electronically, there are no changes to your process.

- If you have any questions regarding your payment, please contact Radian's Customer Care at customercare@radian.com or 877.RADIAN1 (723.4261)

Questions?

Radian Customer Care: 877.RADIAN1 (723.4261) | Contact your **Radian Account Manager**. **Visit our website** to view our **Servicing Guides** and an archive of Radian **Servicer Alerts**.

Thank you for your continued partnership as we strive to promote and preserve the American dream of homeownership.

1500 Market Street Philadelphia, Pennsylvania 19102-2148

800.523.1988 | 215.231.1000



Additional Servicing Requests

Please remember that additional servicing requests should be directed to our Customer Care team, and not included with your payment.

During this challenging time, please know we are here and working hard to continue providing the service you have come to expect from us. Should you have any questions, please contact **Radian Customer Care at 877.RADIAN1 (723.4261)**.

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