

# Contact Us

11/24/2025 7:29 pm EST

## Get Support

### We're just a call or click away!

Any time you have questions or need help with your mortgage, we're here to support you! Here are a few ways to reach us:

- Call [866-760-3220](#)
- Log into our [website](#) or [app](#) to message with us
- [Email us](#)

### Are you having trouble making payments?

As your mortgage partner, we are here to help if you are facing financial hardship. Whether you need help bringing your account current or are behind on payments and looking to sell, we want to help you navigate options that are available for your loan.

Please reach out to our Homeowner Assistance Team at [866-760-5561](#) or [email us](#).

## Mail a Payment

**Questions about how and where to make payments?** Check out [Ways to Pay](#) for a variety of options online, by phone, and by mail.

### Mail a Payment:

Primis Mortgage  
PO Box 660217  
Dallas, TX  
75266-0217

### Overnight & Payoff Funds:

Primis Mortgage  
10800 E Geddes Ave, Suite 100  
Englewood, CO 80112

## Insurance Department

### Homeowner's (Hazard) Insurance

If you pay your homeowner's insurance premiums through your regular monthly mortgage payment (also called an escrow account) and you receive a bill from your insurance provider or have a new insurance policy, please send the bill or new policy to us:

**Online (it's quick and easy!):** [ihaveinsurance.com/primismortgage](http://ihaveinsurance.com/primismortgage)

**By mail:**

Primis Mortgage  
ISAOA / ATIMA  
PO Box 961254  
Fort Worth, TX 76161

**Insurance Claims**

Have an insurance claim? First, contact your insurance company to file a claim and then begin the claims process with Primis Mortgage by calling 833.253.1133. You will then be able to check the status of your claim at [www.propertyclaimcenter.com](http://www.propertyclaimcenter.com).

If you need to send a check to us for our endorsement, our mailing addresses are:

**PO Box:**

Primis Mortgage  
Attn: Property Loss Department  
PO Box 29985  
Phoenix, AZ 85038-9985

**Overnight:**

Primis Mortgage  
Attn: Property Loss Department  
7350 N Dobson Rd, Suite 101  
Scottsdale, AZ 85256

**Other Correspondence**

**Other Correspondence**

Primis Mortgage  
PO Box 4638  
Englewood, CO 80155

**Designated Address for Notices of Error & Information Requests**

Primis Mortgage  
PO Box 3398  
Englewood, CO 80155

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