[Date]

[Borrower Name]
[Property Address]
[City, State, Zip Code]

**Re: Action Required - Homeowners Insurance Payment Lapse**
Loan Number: [Loan Number]

Dear [Borrower Name],

We are writing to inform you that we have received a notice from your insurance carrier, [Insurance Company Name], indicating that the premium for your homeowners insurance policy, #[Policy Number], has not been paid and your coverage is at risk of cancellation or has already lapsed.

According to your mortgage agreement, you are required to maintain continuous homeowners insurance coverage. As your mortgage servicer, we manage these payments through your escrow account; however, we have encountered the following issue:

- [Reason: e.g., Insufficient funds in escrow / Missing renewal invoice / Policy non-renewal notice]

**Immediate Action Required:**

To ensure your property remains protected and to avoid the placement of expensive "Lender-Placed Insurance," please complete one of the following steps within [Number] days:

1. **Provide Proof of Coverage:** If you have already renewed your policy or switched to a new provider, please send a copy of the Declarations Page to [Email/Fax/Address].
2. **Contact Your Agent:** Contact [Insurance Company Name] at [Phone Number] to ensure they have sent the correct billing information to our servicing department.
3. **Address Escrow Shortage:** If your escrow account has a shortage, please contact our billing department at [Phone Number] to discuss payment options.

Failure to maintain active insurance may result in the purchase of insurance by us at your expense. Lender-placed insurance is typically significantly more expensive than voluntary coverage and may provide less protection for your equity.

If you have any questions, please contact our Customer Service Department at [Phone Number] between the hours of [Operating Hours].

Sincerely,

[Name/Department]
[Mortgage Company Name]