



**Surrender**  
Jurisdiction-Specific Requirements



**NORTH CAROLINA MORTGAGE SERVICER LICENSE**

**Instructions**

1. Notification of Surrender must be made through the NMLS.
2. Please return the original license to the North Carolina Commissioner of Banks within 5 days.
3. North Carolina does not charge for surrender at this time.
4. Log in to the North Carolina Commissioner of Banks website, and enter the Mortgage link Lender/Brokers to see complete instructions for ceasing business in North Carolina. Click the link below to go directly to this section of the North Carolina website.  
<http://www.nccob.org/NCCOB/Mortgage/LendersBrokers/Instructions+for+Ceasing+Business+in+NC.htm>
5. Jurisdiction specific requirements as identified on the checklist below must be received with this checklist within 5 business day of the electronic submission of your surrender request to the following address:

*For U.S. Postal Service:*

*NC Commissioner of Banks Office  
Mortgage Division  
4309 Mail Service Center  
Raleigh, NC 27699-4309*

*For Overnight Delivery:*

*NC Commissioner of Banks Office  
Mortgage Division  
316 W. Edenton St.  
Raleigh, NC 27603*

NMLS Unique ID Number: \_\_\_\_\_

Applicant Legal Name: \_\_\_\_\_

ATTACHED	NOT APPLICABLE	ITEM
<input type="checkbox"/>	<input type="checkbox"/>	<b>ORIGINAL LICENSE.</b> Return original license to the NCCOB along with a letter advising that your company has or is ceasing business as of a specific date.

<input type="checkbox"/>	<input type="checkbox"/>	<b>NEW SERVICER.</b> Provide information on the new Servicer (name, address and contact information) and confirmation the new servicer is licensed to service loans in North Carolina. Identify types of loans being transferred (fixed rate, adjustable rate, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<b>LOAN PRODUCTS.</b> Identify types of loans being transferred (fixed rate, adjustable rate, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<b>RESPA GOODBYE LETTER.</b> Provide confirmation that the goodbye letter sent to borrowers was in compliance with RESPA guidelines (please provide copy of letter). SPA Goodbye letter minimum requirements: The name and address of the new servicer, toll-free telephone numbers, and the date the new servicer will begin accepting payments.
<input type="checkbox"/>	<input type="checkbox"/>	<b>FILE STORAGE.</b> Please provide the location where all paid-files and records will be stored, along with format style.

**WHO TO CONTACT** – Contact the NC Mortgage Licensing Division staff by phone at (919) 733-0589 or send your questions via e-mail to [mortgage@nccob.gov](mailto:mortgage@nccob.gov) for additional assistance.

THE APPLICANT/LICENSEE IS FULLY RESPONSIBLE FOR ALL OF THE REQUIREMENTS OF THE LICENSE FOR WHICH THEY ARE SURRENDERING. THE JURISDICTION SPECIFIC REQUIREMENTS CONTAINED HEREIN ARE FOR GUIDANCE ONLY TO FACILITATE SURRENDER THROUGH THE NMLS. SHOULD YOU HAVE QUESTIONS, PLEASE CONSULT LEGAL COUNSEL.