Contact Us

04/03/2026 9:04 am EDT

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

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.

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