

Contact Us

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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 [866-312-0272](tel:866-312-0272)
 - Message with us via our [website](#) and [app](#)
 - [Email us](#)
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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:

On Tap Credit Union
PO Box 660217
Dallas, TX
75266-0217

Overnight & Payoff Funds:

On Tap Credit Union
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/OnTapCU

By mail:

On Tap Credit Union
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 On Tap 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:

On Tap Loss Draft Department
PO Box 29985
Phoenix, AZ 85038-9985

Overnight:

On Tap Loss Draft Department
827 West Grove Ave
Mesa, AZ 85210

Other Correspondence

Designated Address for Notices of Error & Information Requests

PO Box 3398
Englewood, CO 80155

All Other Correspondence

PO Box 4638
Englewood, CO 80155
