

Contact Us

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We're just a call or click away!

Any time you have questions or need help, we're happy to serve you! Here are a few ways to reach us:

- Call [866-312-0272](tel:866-312-0272)
- Log into our [website](#) or [app](#) to message with us
- [Email us](#)

Hours of Operation:

Monday - Friday, 6 a.m. to 6 p.m. MT

Saturday - 8 a.m. to 12 p.m. MT

Are you having trouble making payments?

As your 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 may be available for your loan.

Please reach out to our Homeowner Assistance Team at [866-312-0292](tel:866-312-0292) 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:

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:

OnTap Credit Union
Attn: Property Loss Department
PO Box 29985
Phoenix, AZ 85038-9985

Overnight:

OnTap Credit Union
Attn: Property Loss Department
7350 N Dobson Rd, Suite 101
Scottsdale, AZ 85256

Property Tax Department**Property Taxes – Escrow**

If you pay your property taxes through your regular monthly mortgage payment and receive a bill from your taxing authority, please send the tax bill to us any of the following ways.

Fax: 626.667.6419

Email: loaninfo@myloanservicer.com

By mail:

On Tap Credit Union
ISAOA/ATIMA
PO Box 961254
Fort Worth, TX 76161

Property Taxes – Non-Escrow

If you do not pay your property taxes through your regular monthly mortgage payment and you receive a delinquent tax notice that has been paid, please send proof of payment to us:

Fax: 626.667.6419

Email: loaninfo@myloanservicer.com

By mail:

On Tap Credit Union
ISAOA/ATIMA
PO Box 961254
Fort Worth, TX 76161

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
