

Common Servicing Fees

Here's information about servicing fees that could be charged to your home loan. Keep in mind, this isn't a complete list and the fees could change at any time.

Type	Description	Amount Charged
Assumption Processing Fee	Charged when a request is made and approved to change the individuals legally responsible for repaying the loan. This may or may not include a change in property ownership.	\$100 - \$1,800 Assumption processing fees vary based on several factors including loan type, investor, the unpaid principal balance of the loan being assumed and if credit is reviewed to qualify.
Consolidation, Extension and Modification (CEMA) Fee	New York Customers Only: Charged when you go through the process to consolidate, extend and modify an existing loan with a new loan through a different lender.	\$750
Construction to Permanent Fee: Progress Draw Inspection Fee	Cost for an independent inspection of the property under construction to enable disbursement of funds for work completed to ensure the property was built to specifications approved at the time the loan originated. *For more details, refer to the Construction to Permanent Draw Disbursement Period Notification & Construction to Permanent Lending FAQs you received when your loan originated.	For loan applications prior to January 22, 2026: \$155 per inspection For loan applications on or after January 22, 2026: No progress draw inspection fees charged after the loan has closed Additional charges may apply for a final inspection. (See below for pricing.) Inspections will be conducted at various times according to your loan documents.
Construction to Permanent Fee: Extension Fee	If the construction of the property is not completed within the contractual timeframe, you may submit a request to extend the draw period. If approved, you will be required to pay an extension fee. * For more details, refer to the Construction to Permanent Draw Disbursement Period Notification & Construction to Permanent Lending FAQs you received when your loan originated.	For a 1-month extension: minimum fee of .125 points For a 3-month extension: minimum fee of .375 points For a 6-month extension: minimum fee of .75 points To determine the fee, multiply the full loan amount on the Note for your loan by the points for the extension term you're requesting. Examples: Loan Amount: \$400,000 x .00125 (.125 point) = \$500 fee Loan Amount: \$400,000 x .00375 (.375 point) = \$1,500 fee Loan Amount: \$400,000 x .0075 (.75 points) = \$3,000 fee

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Construction to Permanent Fee: Final Inspection Fee	Cost for a final independent inspection of the property to confirm completion.	\$200 - \$1,000 per inspection, dependent on location, cost of project and inspector assigned.
Construction to Permanent Fee: Default Inspection Fee	Cost of an inspection to ensure that the property under construction is appropriately secured and maintained if you're in default of the Residential Construction Loan Agreement (this applies to financial default as well as contractual default).	\$50
Default Fee: Broker Price Opinion	Cost of a market value estimate for your property completed by a real estate broker or other qualified individual.	Default costs follow state and local requirements as well as investor and insurer guidelines. These costs can vary based on loan type, outstanding balance, payment status and property location, size and condition.
Default Fee: Door Knock	Charged when we attempt to contact you in person if your loan is delinquent.	
Default Fee: Property Appraisal	Cost of the appraisal showing the fair market value of your property based on an interior and/or exterior inspection of the property.	
Default Fee: Property Inspection	Cost of an inspection to ensure that your property is occupied and appropriately maintained if you're behind on payments.	
Default Fee: Title	Cost of a title ordered once a loan becomes delinquent.	
Escrow Cancellation	Charged when eliminating the requirement to have an escrow account.	0.25% of the unpaid principal balance 0.125% of the unpaid principal balance if only removing hazard insurance. *If applicable, varies by state.
Late Fee	Charged when we don't receive the total amount of your scheduled mortgage loan payment by the payment due date, or your full payment isn't received within a certain number of days after the due date (known as the "grace period"). Typically, the payment due date is the first calendar day of each month and the "grace period" can range from 0-15 calendar days.	Late fees are calculated according to the terms of your loan and are a percentage of the payment or delinquent payment due or can be a flat fee.
Lien Release	Fees paid to counties for recording a satisfaction of debt when we release our lien on your home.	Varies by county

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NSF Fee (Non-Sufficient Funds Fee – also known as returned payment or returned check fee)	Charged when your financial institution doesn't honor your payment because it's made from a closed account or an account that doesn't have adequate funds.	\$0 - \$25, varies by state
Partial Release – Appraisal Cost	Cost of the appraisal when releasing a portion of the collateral that was used to secure the loan after a portion of the debt is paid, or upon approval in other limited circumstances.	Actual appraisal cost as charged by the appraiser. Amount varies by jurisdiction.
Prepayment Penalty	Charged for paying off your loan before the scheduled maturity date (this is the date your outstanding loan balance is due in full).	Your loan documents will indicate whether or not you have a prepayment penalty and if so, how it's calculated. Prepayment penalties are usually calculated based on the percentage of the principal balance being prepaid and are limited to prepayments made in the early years of the loan.
Property Valuation Fee (Mortgage insurance cancellation requests)	Charged for a property valuation in connection with mortgage insurance cancellation requests.	Subject to state and local requirements as well as investor and insurer guidelines. These costs can vary based on loan type, property location and size
Recast Fee	Charged when you request your outstanding principal loan balance to be spread over the remaining term of your loan.	\$150 processing fee You'll also be required to make a payment of at least \$5,000 to reduce your principal balance.

Be sure to read [4 Common mortgage servicing fees you should know](#) and learn about possible ways to avoid them.

Additional Fee Information

- This list of fees is provided for informational purposes only.
- This Fee Schedule does not contain all fees that may be charged, including, but not limited to attorney's fees and litigation fees that vary with the nature of the work performed.
- The application and frequency of these charges are subject to how often services are requested or required, your payment status, investor, third party and legal requirements, and provisions in your loan documents. Additionally, amounts indicated may vary based on service requested, location and local requirements.
- These fees are subject to change without prior notice based on factors including changes to federal and/or state regulations and if applicable, your mortgage investor's or guarantor's requirements.

If you have questions or would like to learn more about our fees, send us a secure message using our website at citizensbankonline.com or Citizens mobile app, or give us a call at 800-234-6002, Monday through Friday from 8 am to 8 pm ET.