

**Last updated: October 2025**

If you need information or believe there is an error with your loan, submit your request in writing along with the following information:

- Your name
- Your loan number/account number
- Specific information you are inquiring about or looking to resolve
- Contact information
- Your mailing address

Send your written request to:

Heritage Bank  
ATTN: Loan Servicing  
PO Box 1578  
Olympia, WA 98507

You will receive confirmation from us within five business days after we receive your letter. If you need immediate assistance, please call us at 800.455.6126 or email [Support@HeritageBankNW.com](mailto:Support@HeritageBankNW.com).