

Newly Originated Loans

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Welcome!

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Getting Started

Welcome! We are excited to support you for the life of your mortgage and beyond.

As your loan servicer, you can expect us to:

- Send monthly mortgage statements.
- Receive and apply your payments timely.
- Pay taxes and insurance from your escrow account, if you have one.
- Notify you of updates made to your account.
- Provide year-end tax statements.
- Assist with anything you need!

But to us, loan servicing means so much more. Our goal is to empower you to achieve your homeownership goals and manage your mortgage in smart ways. We offer an array of convenient services, account options, and tools designed to make homeownership easy. We're excited to serve you!

My mortgage loan just closed. What do I need to do next?

To help you get started, we'll send you a welcome email with information about accessing your mortgage online, how to contact us, easy ways to pay, and a glance at some of the convenient services we offer. We love making it easy to manage your mortgage so you can focus on the fun parts owning your home.

Where can I find my loan information?

We offer 24/7 access to your loan information online. To register, click the login link above. Once you log in, go to *My Loan* to see an overview of your loan, including balance, interest rate, payoff date, and more.

Where can I find my loan number?

Log into your online account and click or tap *My Loan*. You will find your loan number right under your loan balance—click or tap the link to see your complete loan number.

If your loan is transferring to us from another servicer, you will find your new loan number in our welcome letter on the first page under *INFORMATION YOU NEED*.

How will you communicate with me?

We can communicate with you in a variety of ways—email, secured messaging on our website and app, by phone, and by mail. You can log into our website or app to set your communication preferences—go to *My Loan*, find the *Loan Information* section, and click *Edit*.

Your First Payment

When will I receive my first billing statement?

If your loan just closed, please look out for your first statement in the coming weeks. We will send it to you before your first payment is due.

If your loan is transferring to us from another mortgage servicer, please look for a welcome letter from us with detailed information about what to expect beginning on your transfer date and contact us with any questions.

Can I opt out of receiving paper statements in the mail?

Yes! You can enroll for Paperless Statements to receive an email each time a statement is ready to view online. The process is quick and easy. Log into your online account, click or tap *Documents*, and go to the *Paperless Statement Delivery Preferences* section.

When is my monthly mortgage payment due?

You can see the due date of your next payment anytime online. When you log into your online account, your payment amount and due date are displayed on your *Dashboard* and in the *Payment* section. The due date is also provided on your mortgage statements.

How can I make my monthly mortgage payments?

You can set up automatic recurring payments (monthly or biweekly), or make or schedule one-time payments online, by phone, and by mail. Choose the option most convenient for you! Check out the **Payments and Payoffs** FAQs for detailed information.

When will I be assessed a late fee?

A late fee is assessed if your payment is not received by the end of the grace period. The grace period, which is specified in your Note, is the number of days after your due date when a late fee will not be charged. If you make your payment after the grace period ends, a late fee will be assessed.