Receiving My Statement

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When and how will I receive my year-end statement?

Year-end statements are sent by January 31 each year. If you enroll for electronic year-end statements by December 31, we will notify you by email when your statement is available online to view, download, and print. Otherwise, you'll receive a paper copy of your year-end documents(s) by mail.

Can you email me when my year-end documents are ready?

Yes! You can **enroll for electronic year-end statements** to receive an email when your statement is available online to view, download, and print.

Here's how:

- Log into your account.
- Go to *Documents*.
- Scroll to *Manage Delivery Preferences*.
- Check the box under *Email* for the types of statements you would like to receive electronically.

How can I confirm or update my mailing address?

To help ensure you receive your tax statements without delay, be sure to update your communication preferences by December 31 if your preferred email and/or mailing address has changed.

You can view your contact information online anytime. Once logged into your account, go to *My Loan*. The section titled *Loan information* will display your mailing address, email address, and phone number. To change your preferences, click *Edit*.

I need another copy of my statement. Can you send one to me?

You can download and print your statement in a few quick clicks. Once logged in, go to *Documents*, and then click *Taxes*. If you need further assistance, please contact us.