

# 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 were enrolled for electronic year-end statements on December 28, 2023, we will notify you by email when your statement is available online to view, download, and print. If you were not enrolled for electronic year-end statements on December 28, 2023, you will receive a paper copy of your 2023 year-end documents(s) by mail.

## How can I confirm or update my mailing address?

To ensure you receive your 2023 tax statements timely, be sure to update your communication preferences by January 10, 2024, if your email and/or mailing address has changed.

You can view your contact information online anytime on our website or mobile app. Once logged in, go to the *My Loan* tab. The section titled *Loan information* will display your mailing address, email address, and phone number. To change your preferences, click *Edit*.

## Where can I find my year-end statement online?

Once your statement is ready, you can log into our website or app to access your statement anytime. You do not need to be enrolled for electronic year-end statements in order to access your statement online.

Here's how:

1. Log into our website or app.
2. Go to *Documents*.
3. Expand the *Taxes* section.
4. Click the link to your statement to view, download and print the statement.

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

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