



Regarding the Mortgage
Serving Transfer

Financial Plus
Credit Union



GENERAL QUESTIONS

1. Why is my Credit Union changing the servicing of my mortgage loan?

Wanigas Credit Union (WCU) is in the last phase of the merger transition to Financial Plus Credit Union (FPCU). We strive to implement ways to improve service to our members and now your mortgage will be serviced by your FPCU Team.

2. What does a servicing transfer mean?

The credit union will simply be performing the servicing functions on your loan. FPCU will process your payments, tax and insurance disbursements (if applicable), handle any corrections or questions you may have about your mortgage loan, as well as perform year-end tax reporting.

3. When will this change be effective?

Midwest Loan Services (MLS) will discontinue processing payments after **May 12th, 2023**. We will be closed for conversion on May 13th and 14th and FPCU will begin accepting payments from you on **May 15th, 2023**.

4. Will my loan number be changing?

No, for your convenience, your current loan number will not change. You may use this number to register for access to your account online through **eStatus Connect on or after May 15th, 2023**.

5. How do I register to access information about my account online?

Beginning May 15th, simply log in to your FPCU Digital Banking and click on your mortgage loan account. Select the "Mortgage Services" link and it will take you to the eStatus Connect single sign-on agreement (1st time only). Accept the agreement and you will come to the eStatus Connect Welcome Screen.

If you don't utilize home banking, you will need to register for access by typing myfpcu.estatusconnect.com into your address bar, then click "Register". You will be asked to input a number shown in the Captcha box, your loan number, and Social Security number. You will then need to create a password following the directions provided.

6. What other information can I obtain online?

With eStatus Connect, you are able to:

- Set up recurring or one-time ACH payment from your savings or checking account at ANY institution.
- Request a one-time same day ACH payment draft from your savings or checking account at ANY institution.
- Access current loan details, disclosures, balances and year-to-date totals.
- View your mortgage history and payment breakdown, loan notices, mortgage statements or request a payoff.
- View and update your personal contact information.

7. Will any of the terms of my mortgage change?

No, your mortgage will continue to be serviced under the original loan terms.

8. How do I contact FPCU when I have questions about the servicing of my mortgage loan?

You may contact the FPCU Mortgage Department at **(800) 748-0451 extension 2134** during regular Credit Union hours. You may also view your current mortgage information online 24/7 through digital banking or register for access through myfpcu.estatusconnect.com.

9. How will I report interest paid for the 2023 tax year?

You will receive two mortgage tax and interest statements (IRS Form 1098) in January 2024; one from MLS for payments collected & applied by them and one from FPCU for the payments we have collected and applied since conversion.

PAYMENT QUESTIONS

1. My payment is set up to come from a different financial institution; what do I have to do?

If your payment is as an ACH Direct Payment transferred from a different financial institution (not WCU or FPCU) you will need to complete a new ACH authorization form. Our Mortgage Servicing Team will be reaching out to you to help with this process.

2. My payment is set up to be made on a different day than my due date; what do I have to do?

If your payment is as an ACH Direct Payment transferred a different day of the month than the due date, you will need to complete a new ACH authorization form. Our Mortgage Servicing Team will be reaching out to you to help with this process.

3. My payment is transferred from my WCU or FPCU account, what do I have to do?

If you have your mortgage payment automatically deducted from your WCU or FPCU checking or savings account, your payment will remain the same and you don't have to do anything.

***If you would like this option, please contact us by phone **(800) 748-0451 extension 2134** and we can use your verbal authorization to process the request or you may email the request to HomeLoan@myFPCU.com.

4. Can I continue to make payments at my local branch?

Yes, you can make payments at any of our 11 branch locations.

5. Where do I mail my payment?

Please mail payments to Financial Plus Credit Union, PO Box 7006, Flint, MI 48507

6. Can I make my payment online?

Yes, you can transfer directly from your savings or checking to the mortgage through home banking- these payments are applied to your loan every business day around 3:00pm.

You can also schedule one-time payments, principal only payments or monthly ACH payments through eStatus Connect.

7. Can I still pay my mortgage through a Bill Pay Service?

Yes, please update your Financial institution name and payment mailing address. Please be advised payments received from bill pay service companies do not always come with instructions and will be applied first to any contractual payments due, then to any late charges/fees owed and finally any additional to principal. If we are unable to accept or process your payment, it will be returned to your bill pay provider

ESCROW QUESTIONS

1. I have an escrow account; will FPCU continue this service when my loan transfers to them?

Yes, after the transfer, FPCU will process your tax and insurance payments. We will analyze your escrow account annually based on the month you originally got your loan and mail you the new Tax & Insurance Disclosure Statement.

2. I don't currently have an escrow account; can I set one up at FPCU after my loan transfers?

Yes, if you are interested in establishing an escrow account please send your request in writing along with the most recent copies of your real estate tax bills and homeowners insurance declaration pages to: Financial Plus Credit Union, Attn: Mortgage Servicing, PO Box 7006, Flint, MI 48507. Upon completion of your request, FPCU will notify you in writing of the required escrow deposit and pending monthly payment due.

3. What should I do if I receive a tax or insurance bill, but I have an escrow account?

Please forward any Homeowner's insurance bills you receive to the following address. Financial Plus Credit Union, Attn: Mortgage Servicing, PO Box 7006, Flint, MI 48507 - fax to (810) 244-2501 or email to homeloan@myfpcu.com Any tax bill you receive can be kept for your records.