

myReverseAccount®



USER GUIDE

Version 3.9 / 05.2024



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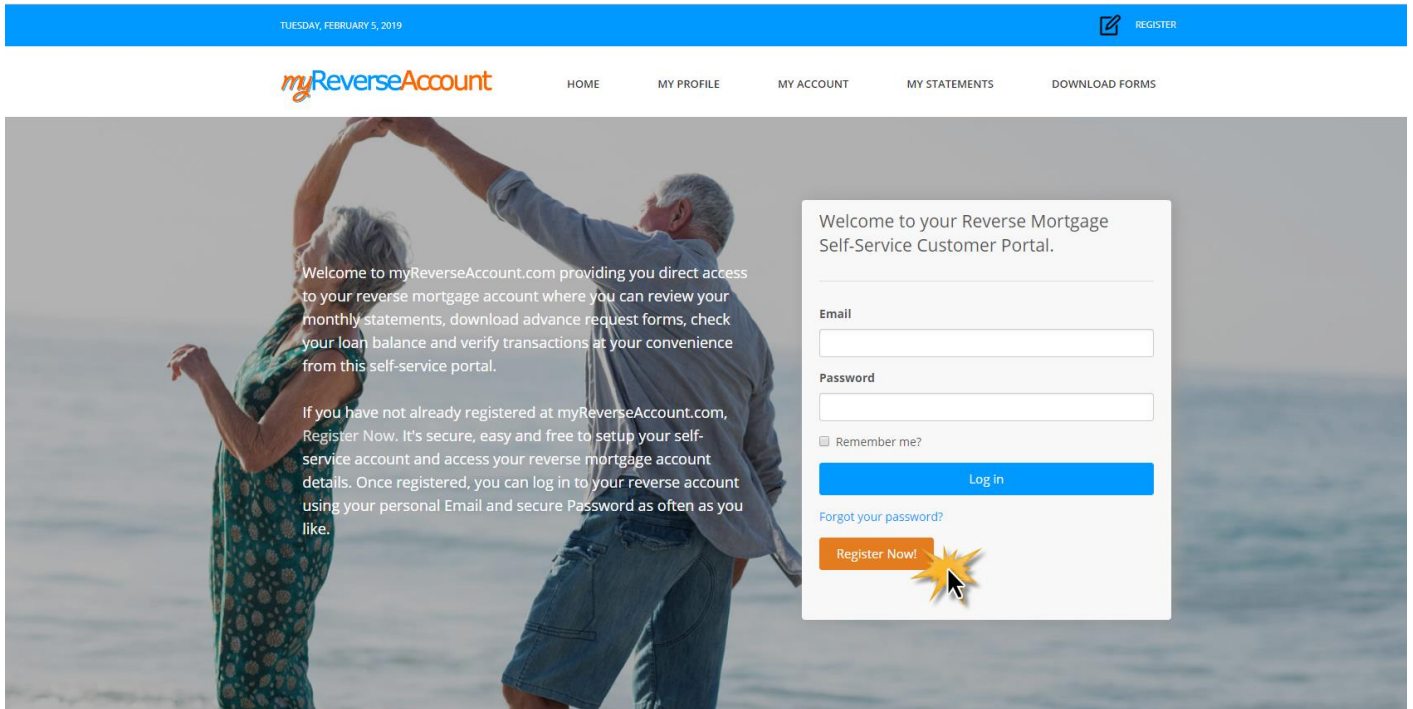
Get Started

1. Get Started

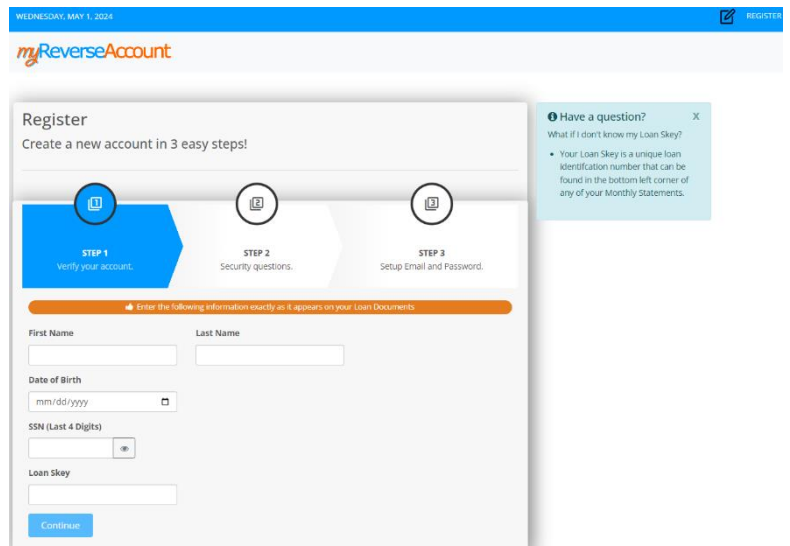
1.1 Enroll at myReverseAccount.com®

If you are not already using myReverseAccount.com® to access your reverse mortgage loan account, Enroll Now. It's simple, secure and free to setup an online account and gain access to your reverse mortgage details. Once enrolled, you can return as often as you wish and simply log in to your account using your personal User ID and secure Password. **This User Guide is proprietary and confidential - Do not duplicate or distribute.**

1. Type www.myReverseAccount.com in your web browser and click Enter
2. Click the **Register Now** button in the Login section of the Welcome page

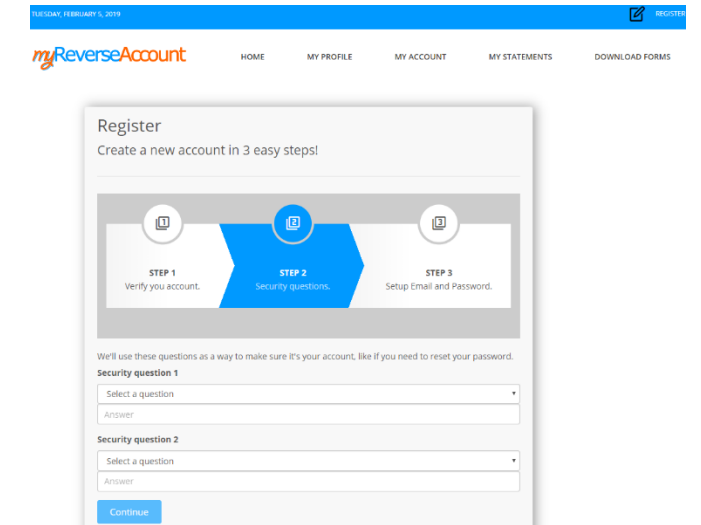


3. Enter your **First** and **Last Name** as they appear in your loan documents.
4. Enter your **Date of Birth**
5. Enter the last 4 digits of your SSN.
6. Enter your Loan Skey. For help locating this information, refer to the instructions on the right side of the page.
7. Choose to proceed using your Loan Number or your Loan Skey and click the corresponding radio button
8. Click **Continue**

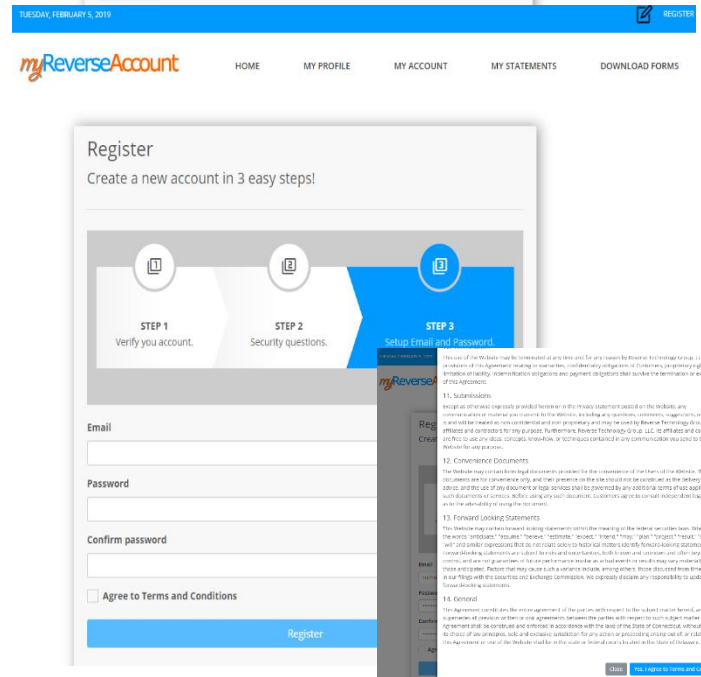


Get Started

9. Select **TWO Security Questions** and enter your answers
10. Click **Continue**



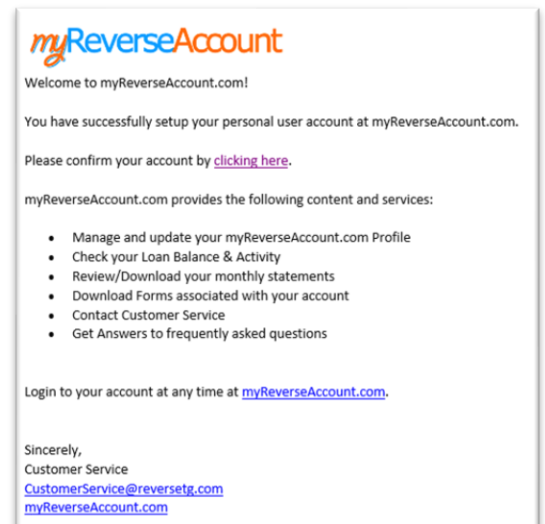
11. Enter your **Email** address (*Note: Your new account information will be emailed to you upon completing your registration*)
12. Create a **Password** that you can easily remember but others cannot easily guess. **Passwords must be at least 8 characters long, contain a special character (#!\$ etc..) and at least one uppercase letter**
13. Retype your **Password** to Confirm.



14. Click on the check box beneath your password confirmation to read the **Terms** and **Conditions** of myReverseAccount.com®. On the bottom of the page, you will have the option to “Agree to the Terms and Conditions” of the site. You may, however, choose to click “Close” if you do not want to continue with the registration process.

15. Click **Register** to generate your Welcome Email

16. **IMPORTANT:** Check your email for the **Welcome Email** from myReverseAccount.com®. and **click the link to authenticate** and complete your registration. You have now successfully setup your account with myReverseAccount.com®



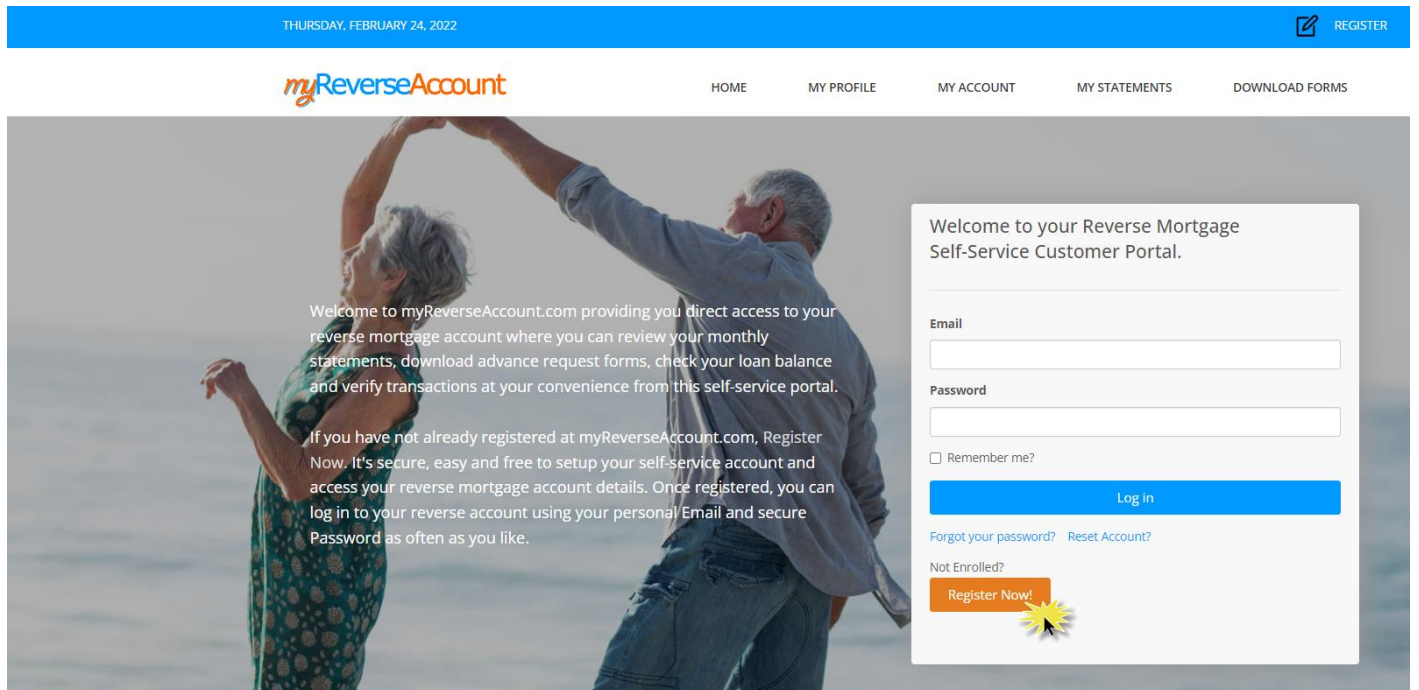
Access Your Account

2. Access Your Account

2.1 Access Your Account

If you have already registered at myReverseAccount.com®, you will be able to login to access your reverse mortgage loan account whenever you wish. Check your loan balance, review your monthly statements, download advance request forms and verify transactions all from a central location at your own convenience.

1. Type www.myReverseAccount.com in your web browser and click Enter
2. Enter your **Email** and **Password** in the log in section of the Welcome page
3. Enter your MFA verification code
4. Click **Log In**.



A email with your security code has been sent to (tho*****@*****il.com)

If you have not received the verification code please [click here](#) to resend the code.

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[Submit](#)



Access Your Account

Tip: If you happen to forget your password, click on the [Forgot Your Password?](#) link below the log in fields and an email will be sent to you to Reset your Password

Forgot your password?

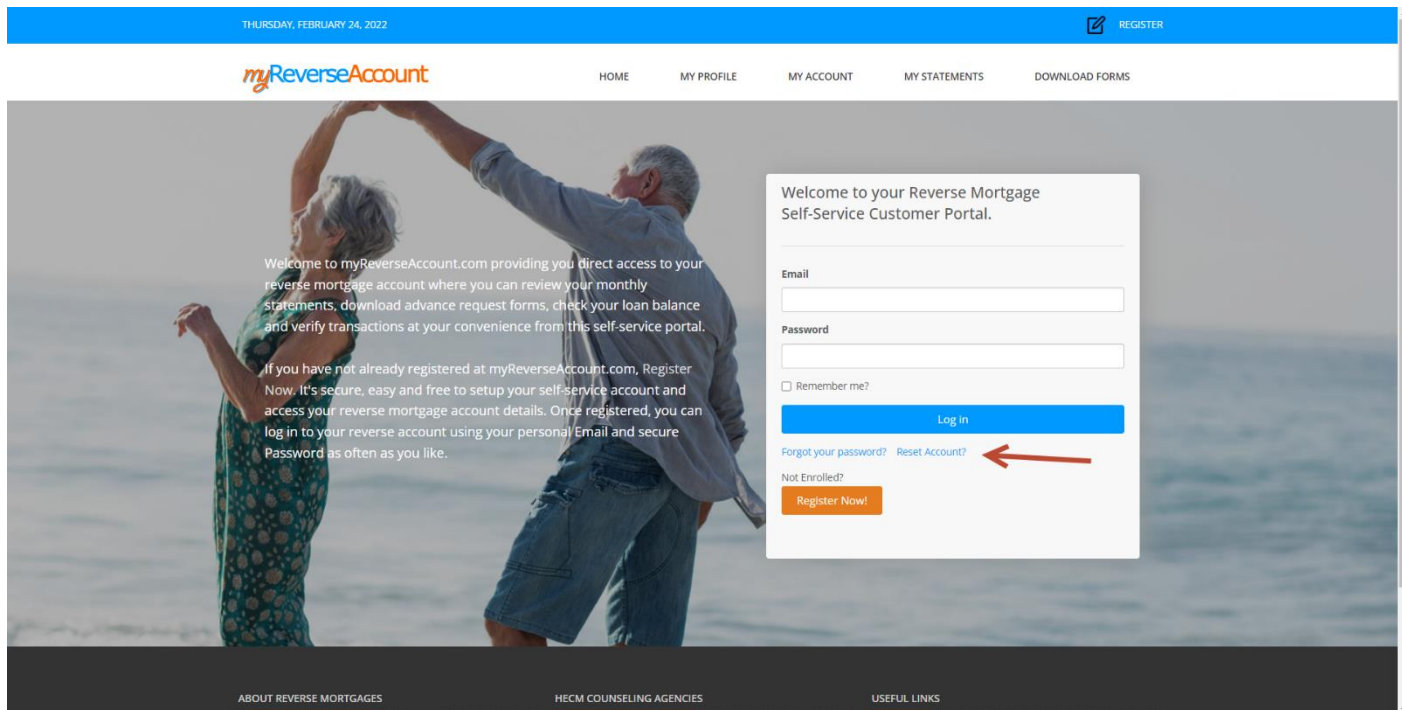
To create a new password, please enter your email address then click Submit.

Email

2.2 Reset Your Account

If you already have a myReverseAccount and need to reset your account, you can do so by simply using the 'Reset Account?' button on the home page.

1. Type www.myReverseAccount.com in your web browser and click Enter
2. Click **Reset Account?** which will take you to the 'Reset Account' page.



3. Enter your email address and click **Send Verification Code**



Reset Account


Account Verification

Enter your email below and click 'Send Verification Code'. Once you receive the verification code, enter it below and click 'Submit'.

*Email:

*Verification Code:

* Required Fields

I'm not a robot  reCAPTCHA
Privacy - Terms

- An email will be sent to your email address containing the verification code.
- Entering your email address, verification code, clicking the **reCAPTCHA** box, and clicking **SUBMIT** will reset your account allowing for re-registration.
- Additionally, a link to the Reset Account page exists within the 3rd step of the registration process.

Register

Create a new account in 3 easy steps!

STEP 1
Verify your account.

STEP 2
Security questions.

STEP 3
Setup Email and Password.

*Email

*Your account confirmation link will be emailed to you at this address in the final registration step.
The email entered is already associated with a loan. If you would like to use this email for a different loan, Please [click here](#).

*Confirm Email

The Confirm Email field is required.

*Password

*Confirm password

Agree to Terms and Conditions

- If you enter an email address that already exists, the following prompt will occur
- If you use the **click here** link, you will be directed to the Reset Account page.



2.3 Review Your Dashboard

Your Dashboard provides you with easy access to your reverse account information and statements.

1. Login to **myReverseAccount.com**
2. Review your **Dashboard**

WEDNESDAY, FEBRUARY 6, 2019

CONTACT US | FAQ'S | LOG OUT

HOME MY PROFILE MY ACCOUNT MY STATEMENTS MY FORMS

Welcome, Patricia!

Recent Statements

- December 2018
- November 2018
- October 2018
- September 2018

My Statements

Available Forms

- ACH Direct Deposit Request
- Email Authorization
- Unscheduled Advance Request

My Forms

Loan Summary

Pay Plan Type: Line of Credit
 Loan Key: 700004
 Loan Balance: \$34,068.94
 Available Funds: \$52,246.55

My Account

Recent Transactions

Trans. Date	Effective Date	Description	Principal	Interest	MIP	Service Fee
01/31/2019	01/31/2019	Monthly Int, MIP Accrual & SF	\$0.00	\$131.40	\$14.13	\$0.00
12/31/2018	12/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$130.84	\$14.07	\$0.00
11/30/2018	11/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$130.28	\$14.01	\$0.00
10/31/2018	10/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$129.72	\$13.95	\$0.00
09/30/2018	09/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$129.17	\$13.89	\$0.00
08/31/2018	08/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$128.61	\$13.84	\$0.00
07/31/2018	07/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$128.06	\$13.78	\$0.00
06/30/2018	06/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$127.52	\$13.72	\$0.00
05/31/2018	05/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$126.97	\$13.66	\$0.00
04/30/2018	04/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$126.43	\$13.60	\$0.00

My Transactions

2.4 Increase Your Font Size

If you prefer reviewing your account information in a larger font, you can make a quick and easy font size adjustment.

1. Login to **myReverseAccount.com**
2. Click on one of the three As in the top menu (**AAA**) The font will automatically adjust corresponding to which A you select

FRIDAY, FEBRUARY 22, 2019

CONTACT US | FAQ'S | HELP | AAA | LOG OUT

HOME MY PROFILE MY ACCOUNT MY STATEMENTS MY FORMS

Welcome, Scott!

Recent Statements

- April 2018
- March 2018

My Statements

Available Forms

- ACH Direct Deposit Request
- Email Authorization
- Unscheduled Advance Request

My Forms

Loan Summary

Pay Plan Type: Line of Credit
 Loan Key: 700008
 Loan Balance: \$57,045.08
 Available Funds: \$37,294.01

My Account

Recent Transactions

Trans. Date	Effective Date	Description	Principal	Interest	MIP	Service Fee
02/01/2019	02/01/2019	Draw - Unscheduled from LOC Approval	\$410.00	\$0.00	\$0.00	\$0.00
01/31/2019	01/31/2019	Monthly Int, MIP Accrual & SF	\$0.00	\$212.37	\$58.69	\$0.00
12/31/2018	12/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$211.36	\$58.41	\$0.00
11/30/2018	11/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$210.34	\$58.13	\$0.00
10/31/2018	10/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$209.34	\$57.85	\$0.00
09/30/2018	09/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$208.34	\$57.58	\$0.00
08/31/2018	08/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$207.34	\$57.30	\$0.00
07/31/2018	07/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$206.35	\$57.03	\$0.00
06/30/2018	06/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$205.36	\$56.75	\$0.00

My Transactions



2.5 Change Your Profile Information (Email, Password, etc.)

You can easily update your Email, Password and Security Questions in your Account Profile at any time. For your security, you will receive email confirmations for any changes made to this information.

1. Login to **myReverseAccount.com**
2. Click on **My Profile**
3. Click the tab for the item(s) you wish to change
4. Make your desired changes
5. Click **Save Changes**

The image shows a screenshot of the myReverseAccount.com website. The top navigation bar includes 'HOME', 'MY PROFILE', 'MY ACCOUNT', 'MY STATEMENTS', and 'MY FORMS'. A user is logged in as Patricia. The main content area displays 'Recent Statements', 'Available Forms', and 'Loan Summary'. A modal window is open, titled 'Change Security Questions', with tabs for 'My Profile', 'Password Settings', 'Security Settings', and 'Email Settings'. The 'Security Settings' tab is active, showing two security questions with dropdown menus for selection and text input fields for answers. A 'Save Changes' button is located at the bottom right of the modal. The background of the modal shows a photo of an elderly couple walking a dog in a park.



2.6 Change Your Phone Settings

You can update your Home Phone Number and/or Cell Phone Number in your Account Profile at any time. For your security, you will receive email confirmations for any changes made to this information.

Note: This change request requires Multi-Factor authentication to complete.

1. Login to **myReverseAccount.com**
2. Click on **My Profile**
3. Click the **Phone Settings** tab
4. Click the **Change Home Phone Number** switch to “On”
5. Enter the new home phone number
6. Click **Send Verification Code**
7. Enter the code included in the email you received in the Verification Code boxes
8. Click **Save Changes** to apply to your account
9. Perform the same steps when updating your **Cell Phone Number**

Welcome, PHOEBE! Your Loan #: 123456789 [Click Here for Online Forms](#)

My Profile Password Settings Security Settings Email Settings **Phone Settings** Two-Factor Settings

Manage your Phone Settings
Change your phone options below.

Change Home Phone Number?: →

Change Cell Phone Number?:

Current Home Phone:

Current Cell Phone:

*New Home Phone:

*New Cell Phone:

This change request requires Multi-Factor authentication to complete. By clicking the Send Verification Code button, a unique verification code will be sent to your email address. Once received, enter the code below to continue.

A email with your security code has been sent to phoebe@reverse.com

*Verification Code:

* Required Fields



2.7 Manage your Two-Factor Authentication settings

You can configure your login to require Two-Factor Authentication in your Account Profile at any time for additional security. The choices are SMS (Text message to your cell phone) or Email (Email will be sent for you to confirm).

1. Login to **myReverseAccount.com**
2. Click on **My Profile**
3. Click on **Two-Factor Settings**
4. Make your desired selection in the Two-Factor Enabled box
5. Click **Save Changes**

WEDNESDAY, MAY 1, 2024

CONTACT US | FAQs | HELP | AAA | LOG OUT

HOME MY PROFILE MY ACCOUNT MY STATEMENTS MY FORMS

Welcome, William! Your Loan #: 4035 [Click Here for Online Forms](#) [Click Here for Draw Request](#)

My Profile Password Settings Security Settings Email Settings Phone Settings **Two-Factor Settings**

Manage your Two-Factor Authentication settings
Change your two-factor options below.

Two-Factor Enabled:
SMS (Text Message)
Email

Current Email: [REDACTED]

Current Cell Phone #: [REDACTED]

Save Changes

TUESDAY, AUGUST 29, 2023

CONTACT US | FAQs | HELP | AAA | LOG OUT

HOME MY PROFILE MY ACCOUNT MY STATEMENTS MY FORMS

Welcome, Donald! Your Loan #: 20088540

My Profile Password Settings Security Settings Email Settings Phone Settings **Two-Factor Settings**

Manage your Two-Factor Authentication settings
Change your two-factor options below.

** Two-Factor Enabled:

Current Email: [REDACTED]

Current Cell Phone #: [REDACTED]

** By selecting SMS (Text Message), you agree to use (911) 444-4444 for Multi-factor Authentication via Text Message

Save Changes

Here's an example of what will happen when selecting **SMS**:



When you login you will receive a Text with your temporary security code. Type it into the boxes and click **Submit** to login.

MONDAY, JANUARY 25, 2021

 REGISTER



[HOME](#)

[MY PROFILE](#)

[MY ACCOUNT](#)

[MY STATEMENTS](#)

[DOWNLOAD FORMS](#)

A text message with your security code has been sent to the phone number ending in (###) ###-(6355).
If you have not received the verification code please [click here](#) to resend the code.

4	5	6	0	9	4
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[Submit](#)

[ABOUT REVERSE MORTGAGES](#)

[HECM COUNSELING AGENCIES](#)

[USEFUL LINKS](#)

[FHA Reverse Mortgages \(HECMs\) for Seniors](#)

[Counseling Agencies](#)

[After Closing](#)



2.8 Review Your Loan Details & Activity

You can review your loan details and activity by logging into your myReverseAccount.com®.

1. Login to **myReverseAccount.com®**
2. Click on **My Account**
3. Review your **Loan Details** including your Loan Balance, Available Funds, Interest Rate and Transaction History

TUESDAY, FEBRUARY 5, 2019

CONTACT US | FAQ'S | LOG OUT

HOME MY PROFILE MY ACCOUNT MY STATEMENTS MY FORMS

Welcome, Patricia!

My Account Transaction Activity Interest Rate Information Principal Limit Information Insurance Information

Loan # 1177941

Borrower:	PATRICIA.
Mail Address:	22416 Any Street
Property Address:	22416 Any Street
Payment Plan Type:	Line of Credit
Loan Skey:	700004
Loan Balance:	\$34,068.94
Credit Type:	Open Ended
Available Funds:	\$52,246.55

Principal 86.6%
MIP 9.25%
Interest 4.15%
Service Fee 0%

- **Transaction Activity:** You can search for specific transactions on your account

My Account Transaction Activity Interest Rate Information Principal Limit Information Insurance Information

Transaction Activity

Show 10 entries Search:

Trans. Date	Effective Date	Description	Principal	Interest	MIP	Service Fee
03/29/2018	03/01/2018	Loan Setup - Advances (Principal)	\$24,999.76	\$0.00	\$0.00	\$0.00
03/29/2018	03/01/2018	Loan Setup - Initial MIP	\$0.00	\$0.00	\$3,000.00	\$0.00
03/29/2018	03/01/2018	Loan Setup - Closing Costs	\$4,504.00	\$0.00	\$0.00	\$0.00
03/31/2018	03/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$124.18	\$13.35	\$0.00
04/30/2018	04/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$126.43	\$13.60	\$0.00
05/31/2018	05/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$126.97	\$13.66	\$0.00
06/30/2018	06/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$127.52	\$13.72	\$0.00
07/31/2018	07/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$128.06	\$13.78	\$0.00
08/31/2018	08/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$128.61	\$13.84	\$0.00
09/30/2018	09/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$129.17	\$13.89	\$0.00
Totals:			\$29,503.76	\$1,413.18	\$3,152.00	\$0.00

Showing 1 to 10 of 14 entries Previous 1 2 Next



- **Interest Rate Information:** You can view your interest rate on a month to month basis

My Account Transaction Activity **Interest Rate Information** Principal Limit Information Insurance Information

Interest Rate Type: Annual - 1-Year LIBOR - Monday Min. 30 Days Prior

Month	Index	Margin	Interest Rate (Index + Margin)
January	2.460%	2.250%	4.648%
February	2.460%	2.250%	4.648%
March	3.032%	2.250%	5.282%

INTEREST RATE EXPLANATION

On March 01, 2019, the interest rate on your adjustable-rate Reverse Mortgage will increase from 4.648000% to 5.282000%. Your present interest rate was based on an index value of 2.460000%. To determine your new interest rate, we added the current index value of 3.032000% as of January 28, 2019 as published by the Wall Street Journal, to the agreed upon margin of 2.250000% for a total of 5.282000%. This new rate has not been rounded to the nearest 1/8th percent.

- **Principal Limit Information:** You can view the breakdown of your principal limit

My Account Transaction Activity Interest Rate Information **Principal Limit Information** Insurance Information

Principal Limit Information

Original Principal Limit:	\$82,350.00
Current Principal Limit:	\$86,315.49
Loan Balance (-):	\$34,068.94
Servicing Fee Set Aside (-):	\$0.00
Repair Set Aside (-):	\$0.00
First Year Set Aside (-):	\$0.00
Credit Line Set Aside (-):	\$0.00
Life Expectancy Set Aside (-):	\$0.00
*Net Principal Limit (=):	\$52,246.55
Total Funds Available:	\$52,246.55

*Net Principal Limit = Current Principal Limit - Loan Balance - Set Asides

- **Insurance Information:** You can view your insurance policy information

My Account Transaction Activity Interest Rate Information Principal Limit Information **Insurance Information**

Insurance Information

Insurance Company	Insurance Type	Policy #	Effective Date	Premium	Expiration Date	Phone #	Fax #
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2.9 View Your Monthly Statements

You can easily access and review your monthly reverse mortgage loan statements in myReverseAccount.com®.

1. Login to **myReverseAccount.com®**
2. Click on **My Statements** in horizontal menu OR in your Dashboard
3. Click the **Year** of the Statements that you wish to view.
4. Click the **Month** of the Statement that you wish view to open. (Depending on your connection speed, it may take a few seconds to two or three minutes for the statement to download. Once the PDF opens, the statement will appear on the screen and be available for printing).

WEDNESDAY, FEBRUARY 6, 2019

CONTACT US | FAQ'S | LOG OUT

HOME MY PROFILE MY ACCOUNT MY STATEMENTS MY FORMS

Welcome, Patricial

Recent Statements

December 2018
November 2018
October 2018
September 2018

My Statements

Available Forms

ACH Direct Deposit Request
Email Authorization
Unscheduled Advance Request

My Forms

Loan Summary

Pay Plan Type: Line of Credit
Loan Skey: 700004
Loan Balance: \$34,068.94
Available Funds: \$52,246.55

My Account

Recent Transactions

Trans. Date	Effective Date	Description	Principal	Interest	MIP	Service Fee
01/31/2019	01/31/2019	Monthly Int, MIP Accrual & SF	\$0.00	\$131.40	\$14.13	\$0.00
12/31/2018	12/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$130.84	\$14.07	\$0.00
11/30/2018	11/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$130.28	\$14.01	\$0.00
10/31/2018	10/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$129.72	\$13.95	\$0.00
09/30/2018	09/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$129.17	\$13.89	\$0.00
08/31/2018	08/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$128.61	\$13.84	\$0.00
07/31/2018	07/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$128.06	\$13.78	\$0.00
06/30/2018	06/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$127.52	\$13.72	\$0.00
05/31/2018	05/31/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$126.97	\$13.66	\$0.00
04/30/2018	04/30/2018	Monthly Int, MIP Accrual & SF	\$0.00	\$126.43	\$13.60	\$0.00

My Transactions



Welcome, Patricia!

My Statements

2019 Statements 1

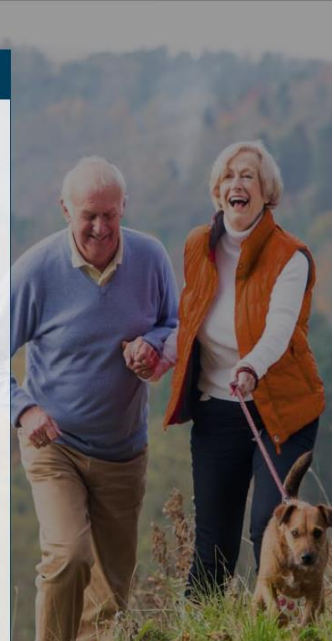
- January 2019

2018 Statements 10

- December 2018
- November 2018
- October 2018
- September 2018
- August 2018
- July 2018
- June 2018
- May 2018
- April 2018
- March 2018

HAVING TROUBLE VIEWING AND OPENING THE STATEMENTS?

 [Get Adobe Acrobat Reader](#)



Important Note: You must turn off your Pop-Up Blocker and have **Adobe Reader** installed on your computer to be able to download, view, and print your monthly statements. If you do not already have Adobe Reader installed, please click on the **“Get Adobe Reader”** link towards the bottom of the page and follow the instructions.



2.10 Download Reverse Mortgage Forms

You can Download Forms for *ACH Direct Deposit*, *Email Authorization* and *Unscheduled Advance Requests* as needed from myReverseAccount.com®.

1. Login to **myReverseAccount.com®**
2. Click on **My Forms** in horizontal menu OR in your Dashboard
3. Click the **Forms** that you wish to print. (Depending on your connection speed, it may take between a few seconds and two or three minutes for a selected form to download. Dialup connections take longer than cable or DSL connections. Once the process of generating the document has been completed, your form will appear on the screen and be available for printing.)

The screenshot shows the user interface of myReverseAccount.com. At the top, there is a navigation bar with 'CONTACT US', 'FAQ'S', and 'LOG OUT' links. Below this is a secondary navigation bar with 'HOME', 'MY PROFILE', 'MY ACCOUNT', 'MY STATEMENTS', and 'MY FORMS'. The main content area is titled 'Welcome, Patricia!' and features three panels: 'Recent Statements' (listing December, November, October, and September 2018), 'Available Forms' (listing ACH Direct Deposit Request, Email Authorization, and Unscheduled Advance Request), and 'Loan Summary' (showing Pay Plan Type: Line of Credit, Loan Skey: 700004, Loan Balance: \$34,068.94, and Available Funds: \$52,246.55). A yellow starburst highlights the 'My Forms' button in the 'Available Forms' panel. Below this, the 'My Forms' page is shown, featuring a 'Download Your Forms' section with links to 'ACH Direct Deposit Request', 'Email Authorization', and 'Unscheduled Advance Request'. At the bottom of the page, a blue banner contains the text 'HAVING TROUBLE VIEWING AND OPENING THE FORMS?' and a 'Get Adobe Acrobat Reader' button, which is highlighted with a red arrow.

Important Note: You must turn off your Pop-Up Blocker and have **Adobe Reader** installed on your computer to be able to download, view, and print your monthly statements. If you do not already have Adobe Reader installed, please click on the “**Get Adobe Reader**” link towards the bottom of the page and follow the instructions.



Contact Customer Support

3. Contact Customer Support

3.1 Contact a Customer Support Representative

If you need Customer Support, you can find the contact information associated with your reverse mortgage on the **Contact Us** page of myReverseAccount.com®.

1. Login to **myReverseAccount.com®**
2. Click on **Contact Us** in top menu
3. Select your contact option – Please Note, if you are submitting a completed Advance Request form, you will need to attach the PDF that you scanned and saved to your computer, Type the security code displayed on the screen and Click **Send Message**.

THURSDAY, FEBRUARY 7, 2019

CONTACT US | ? FAQ'S | LOG OUT

HOME MY PROFILE MY ACCOUNT MY STATEMENTS MY FORMS

How can we assist you?

Contact us

Please complete the information below.

Your Name:

Your Loan #:

Your Loan Skey #:

Your Email Address:

Your Home Phone #:

Your Cell Phone #:

Property Address:

City:


State:


Zip:


Regarding:


Your Message:

Contact info



 **Email:** CustomerService@reversetg.com

 **Toll Free Phone #:** (888) :
Toll Free Fax #: (866)
Toll Free Hearing Impaired TTY#: (888) :

 **Customer Service Hours of Operation:**
Monday through Friday
8:00 AM until 5:00 PM - all U.S. Time Zones
Our offices will be closed on all Federal Holidays.



Frequently Asked Questions

4. Frequently Asked Questions

4.1 Get Answers to Frequently Asked Questions

You can find answers to several frequently asked questions about reverse mortgages by visiting the FAQs page of myReverseAccount.com®.

1. Click on **FAQs** in the top menu
2. Review frequently asked questions about reverse mortgages.

THURSDAY, FEBRUARY 7, 2019

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Frequently Asked Questions

We aim high at building relationships with our clients and community.

Expand All

How do I keep track of my loan balance? ^

Each month, you will receive your Reverse Mortgage Statement which will show the details of your loan including the interest rate you are currently being charged, your loan balance and your available funds. You can review your reverse mortgage monthly statements in [My Statements](#) within this website.

How do I request funds from my reverse mortgage line of credit? ^

To draw money from your line of credit, you will need to download, complete, sign and submit the "**Unscheduled Advance Request**" form found in the [Forms](#) page within this website. **All borrowers associated with the Reverse Mortgage are required to sign this form.** After you execute the form, you can mail, email or fax it to your loan servicer.

When your loan servicer receives and reviews your signed "Unscheduled Advance Request" form, the loan servicer will mail your check or direct deposit directly to your bank account if you have enrolled in Direct Deposit. If you are not signed up for the Direct Deposit Option, please allow extra time for checks to arrive to your mailing address.

How will I receive my funds? v

What if I run out of "Unscheduled Advance Request" forms? v

Note: You can choose to Expand All questions to see the answers by clicking the **Expand All** option or you can open individual answers by clicking on the arrow to the right of each question.

