Mortgage Teller (MT) allows our Credit Union (CU) Partners to be able to accept member mortgage payments at their offices. Each CU will be set up with one account. It is important that you do not have multiple users logging in to MT at the same time.

IMPORTANT NOTICE:

It is important to note that NMS will have a daily cut off time of **4:00 p.m. ET (Eastern Time)**. It is <u>imperative</u> that you do NOT attempt to post any payments from **4:00 p.m. until 5:00 p.m. ET** as it will greatly effect the end of day process here at NMS. Please note, the cutoff time may change. Your CU will be notified if a payment was applied to the system during this time.

***Please refer to the Mortgage Teller FAQ document for instructions on what to do if you receive a member mortgage payment within this cut off time.

Installing MT

For each machine that needs to be able to access MT, the software will need to be downloaded by going to this link: <u>http://mortgageteller.fics</u>. Please note that you may need the assistance of your I.T. Department for this. You will be receiving your credit unions login and password via e-mail on March 4th, 2020.

After the program has been downloaded, the MT link will appear on the PC.



O

Logging in to MT

| | A User ID and initial | password was | provided by | y NMS to the | contact at your | CU. |
|--|-----------------------|--------------|-------------|--------------|-----------------|-----|
|--|-----------------------|--------------|-------------|--------------|-----------------|-----|

| FICS* | |
|-------------------------------------|----------------------------------------------------------------------------------------------------|
| MORTGAGE TELLER [™] | |
| Sign In | |
| User ID: Pastword: | |
| Database: FICS SSA. | |
| Visit us at www.FICS.com/ | Version 10.10 This program is promoted by US copyright seve at described in About Mongage Table |

When logging in, be sure the database shows as FICS SSA.

Upon initial login, users will be prompted to change their password. Password parameters are listed below. Please note, when changing the password, it is important to tab out of the last field before clicking OK. Passwords expire every 30 days.

| Change Password | 0 |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Password Messages | |
| Your password must be password now. | changed upon initial login. Please enter a new |
| User ID: | fcu (Frankenmuth CU) |
| Old Password: | |
| New Password: | |
| Retype New Password | |
| | |
| Password Parameters | |
| | minimum of 8 characters and a max of 30 and of each of the following: upper case letter, lower cacter and number. |
| You cannot use any pric | or password within the last 120 days. |
| | |
| | |
| | |
| Note: If you use Rads | tar, your password will be changed for both the |
| Loan Producer/ | /Mortgage Servicer and Radstar databases. |
| | OK |

If your account is locked, please email FicsAdmin@gonms.org to get it reset.

To Open a loan or search for a loan:

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If you know the borrower's mortgage account number you can type it in at the upper right corner.

Otherwise, click Open Loan to search for a member. The best way to search for a member is by last name or social security number. The CU member number will typically not be in the loan record unless your CU has purchased an interface between FICS and your core system.

| Mr. | | | | FIC | S Mortgage Teller™ |
|-------------------------------------------|--------------------------------------------------|-------------------------------------------------------|----------------------------------------|----------------------|------------------------------|
| Loan Setup Open Print User | Desktop Options Preferences Preferences | er Error Log Topics | (F5) Connection Information Help | | |
| Home Open Loan | | | | | |
| Search Criteria | | | | | |
| Loan #: Member #: Loan Name: | I → | Property City: Property State: Property County: | Prope | erty Zip: - | Search Now Clear Criteria |
| Loan Type: Agency Case #: | • | Bank: Investor Name: | Investor: | Group: | |
| Borrower SSN: Borrower Last Name: | 000-00-0000 | Ir vestor Loan #: Reporting Method: | | • | |
| Borrower First Name: Borrower Phone #: | () - Ext: | Bankruptcy Case #: Policy/Tax Account #: | | | |
| Property Address: | | Include PIF Loans: | | | r. |
| Additional Criteria | Group Loan N Loan T [,] Prop | ert Propert Propert Prop | ert Propert Due Da Borr | ow Borrow Amour Agen | cy Investo Reporti Inve |

Once you are in the borrower's mortgage loan record you can see various borrower information. Notice the blue information bar under the ribbon menu. This gives a snapshot of the loan.

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| Hom Bk 01 Rem | Inv | Grp 001 | Loan Type Convention | Loan Plan nal Frankenmuth | Credit Union Total Paymen | Monthly | | 4.25000 | |

Loan Status screen

This screen shows the current loan information, along with the original information, and the current payment.

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Loan Balances

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|-------------------------------|------------------------------------------|------------|---------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
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This screen will list various balances on the account including miscellaneous fees, current T&I Balance (escrow), and unpaid late charges. You will also find year-to-date balances on this screen as well. Please note that in 2020 the YTD interest paid will not reflect the amounts collected in GCC for January and February.

All Memos

| 🗊 Loan Status 👩 Loan Balances | | | 17 | Loan Balances | | .0 |
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| Loan Balances View Hintory View Year End Alt Mannee Regular Payment Odd Amount Miscellaneous Payment | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10.14/2020.05.5 (0).14/2020.05.14 (0).14/2020.05.14 (0).10/2020.05.14 (0).2020.05.14 (0).17/2020.05.16 (0).17/2020.05.16 (0).17/2020.05.05 (0).22/2020.05.11 (0).17/14/2020.06.05 (0).22/2020.05.11 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07.15 (0).18/2020.07. | KAYTUNN BUL | 15/16/2020 05:46 15/16/2020 05:47 06/16/2020 05:07 06/20/2020 05:07 06/17/2020 10:15 06/17/2020 10:15 06/17/2020 05:07 07/16/2020 05:07 07/16/2020 06:07 05/18/2020 06:07 05/18/2020 07:56 05/18/2020 07:56 05/18/2000 07:56 05/18/2000 07:56 05/18/2000 07:56 05/18/2000 0 | Updated By |
| Loan Balances View History View Year End At Mumor Pegular Payment Odd Amount Miscellaneous Payment Idler Summary Reprint Receipt | Annotisset Loan Statement Annotisset Loan Statement Late Notices Annotisset Loan Statement Annotisset Loan Statement | | 10.14/2020.05.5 10.74/2020.05.1 09.14/2020.01 09.20/2020.05.1 09.77/2020.05.1 09.77/2020.05.1 09.77/2020.05.1 09.77/2020.05.0 09.72/2020.05.0 09.72/2020.05.0 09.72/2020.05.0 09.72/2020.05.0 09.72/2020.05.0 09.72/2020.05.0 09.71/2020.00.05.1 09.71/2020.00.05.1 09.71/2020.00.05.1 09.71/2020.00.05.1 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.0 09.71/2020.00.05.00.00.00.00.00.00.00.00.00.00.00 | KANTUNN BUL KAUTUNN BUL KAUTUNN BUL KAUTUNN BUL KAUTUNN BUL KAUTUNN BUL | 11/11/2020 20:448- 15/14/2020 20:448- 09/14/2020 20:472- 09/09/2020 20:472- 09/20/2020 20:407- 09/17/2020 20:407- 09/17/2020 20:407- 09/17/14/2020 20:408- 06/29/2020 20:408- 06/29/2020 20:508- 05/19/2020 20:508- 05/109/2020 20:508- 05/109/2020 20:512- 05/09/2020 20:508- 05/09/2020 20:508- 00/09/2020 20:508- 0 | |
| Loan Balances View Hintory View Year End At Mamou Regular Payment Odd Amount Miscellaneous Payment User Summary | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10/16/2020 05:5 10/16/2020 05:1 09/16/2020 05:1 09/16/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 06:1 06/22/2020 06:1 06/22/2020 06:1 06/16/2020 06:1 06/16/2020 06:1 06/16/2020 06:1 06/16/2020 06:1 06/16/2020 06:1 06/16/2020 06:1 06/16/2020 06:1 05/16/2020 07:5 07/06/2020 07:5 07/06/200 07:5 07/06/200 07:5 07/06/200 07:5 07/06/200 07:5 07/06/200 | KAYTUYNY BU KAYTUYNY BU KAYTUYN BU | 16/10/2020 20:448- 18/16/2020 06:42- 09/10/2020 06:12- 09/10/2020 06:12- 09/10/2020 06:12- 09/20/2020 06:07- 06/17/2020 10:55- 07/16/2020 06:07- 07/16/2020 06:00- 06/20/2020 06:07- 06/10/2020 06:00- 06/20/2020 07:54- 05/10/2020 07:54- 05/10/2020 07:54- 05/10/2020 07:54- 05/10/2020 07:54- 05/10/2020 07:54- 05/10/2020 07:54- 05/10/2020 17:54- 05/10/2020 17:54- 05/10/2020 17:54- 05/00/2020 17:54- 05/00/2020 17:54- 05/00/2020 17:54- 05/00/2020 17:54- 01/00/2020 17:26- 01/00/2020 17:26- 00/2020 17:26- 00/2020 17:26- 00/2020 10/2020 17:26- 00/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10/2020 10 | |
| Loan Balances View History View Year End At Mumor Pegular Payment Odd Amount Miscellaneous Payment Idler Summary Reprint Receipt | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10.14/2020.05.5 10.74/2020.05.5 09.14/2020.01 09.10/2020.01 09.12/2020.05.1 09.17/2020.05.1 09.17/2020.05.1 09.17/2020.05.1 09.17/2020.05.1 09.17/2020.05.1 09.17/2020.05.1 09.19/2020.06.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 09.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020.05.1 00.19/2020 | KANTUNN BUL KANTUNN B | 11/11/2020 20:448- 19/14/2020 20:548- 20/14/2020 20:542- 20/10/2020 20:547- 20/20/2020 20:547- 20/20/2020 20:547- 20/17/2020 20:547- 20/12/2020 20:547- 20/14/20/2020 20:547- 20/14/20/2020 20:548- 20/14/20/2020 20:578- 20/14/20/2020 20:578- 20/14/20- 20/14/20- 20/14/20- 20/14/20- 20 | |
| Loan Balances View History View Year End At Memor Regular Payment Odd Amount Miscellaneous Payment I Idler Summary Reprint Receipt | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10.116.2020.06.5 10.116.2020.05.5 997.16.2020.05.1 997.16.2020.05.1 997.16.2020.05.1 997.17.2020.05.1 997.17.2020.05.1 997.17.2020.05.1 997.17.2020.06.1 997.16.2020.06.1 997.16.2020.06.1 997.16.2020.06.1 997.16.2020.06.1 997.16.2020.06.1 997.16.2020.06.1 997.16.2020.06.1 997.16.2020.06.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.16.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020.00.1 997.10.2020. | CAAPTEVING BL KAYTEVING BLA. KAYTEVING | 16/18/2020 05448. 16/18/2020 05448. 06/18/2020 0542. 06/20/2020 0557. 06/17/2020 0557. 06/17/2020 0557. 07/16/2020 0557. 07/16/2020 0557. 07/16/2020 0557. 05/18/2020 0557. 05/18/2020 0559. 06/20/2020 0559. 06/20/2020 0559. 06/20/2020 0559. 06/20/2020 0559. 06/20/2020 0559. 06/20/2020 0559. 06/2020 0559. 06/2020 0559. 06/2020 0559. 06/2020 0559. 06/2020 0559. 07/05/2020 0559. 05/05/2020 0559. 05/05/2020 0559. 05/05/2020 12:96. 05/05/2020 12 | |
| Loan Balances View History View Year End At Memor Regular Payment Odd Amount Miscellaneous Payment I Idler Summary Reprint Receipt | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10.14/2020.05.5 10.74/2020.05.1 09/14/2020.05.1 09/14/2020.05.1 09/17/2020.05.1 09/17/2020.05.1 09/17/2020.05.1 09/17/2020.05.0 09/20/2020.05.1 09/17/2020.05.0 06/2020.05.0 06/2020.05.0 06/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.05.1 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.12.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020.0 05/18/2020 | KANTUNN BUL KANTUNN B | 11/11/2020 20:448. 15/16/2020 20:448. 09/16/2020 20:472. 09/09/2020 20:472. 09/20/2020 20:477. 09/17/2020 10:557. 09/17/2020 00:507. 07/16/2020 00:507. 07/16/2020 00:507. 05/18/2020 00:508. 05/19/2020 00:508. 05/19/ | |
| Loan Balances View History View Year End At Memor Regular Payment Odd Amount Miscellaneous Payment I Idler Summary Reprint Receipt | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10.716/2020 05.5 10.716/2020 05.1 09/10/2020 05.1 09/20/2020 05.1 09/27/2020 05.1 09/17/2020 05.1 09/17/2020 05.1 09/17/2020 05.1 09/17/2020 05.1 09/17/2020 05.1 09/17/2020 05.1 06/22/2020 06.1 06/22/2020 06.1 06/22/2020 06.1 06/22/2020 06.1 06/22/2020 06.1 06/22/2020 06.1 06/22/2020 06.1 06/22/2020 06.1 05/16/2020 07.5 07/06/2020 12.0 00/06/2020 12.0 00/0 | KAYTUNN BUL KAYTUNN B | 11/11/2020 20:448. 11/12/2020 20:548. 09/10/2020 20:547. 09/20/2020 20:547. 09/20/2020 20:547. 09/20/2020 20:547. 07/10/2020 20:547. 07/10/2020 00:547. 07/10/2020 00:547. 05/10/2020 00:547. 05/10/2020 00:547. 05/10/2020 00:541. 05/10/2020 00:541. 05/10/2020 00:541. 05/10/2020 00:541. 05/10/2020 01:57. 0/00/2020 01:57. 0/00/2020 12:260. 12/09/2020 01:57. 0/00/2020 12:260. 09/09/2020 12:260. 09/09/2019 12:260. 05/00/2019 12:260. 05/00/2019 12:260. | |
| Loan Balances View History View Year End At Mumor Pegular Payment Odd Amount Miscellaneous Payment Idler Summary Reprint Receipt | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10.14/2020.055 10.74/2020.051 09.74/2020.051 09.72/2020.051 09.72/2020.051 09.77/2020.051 09.77/2020.051 09.77/2020.051 09.77/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/ | KANTUNN BUL KANTUNN B | 11/11/2020 20:448. 19/16/2020 20:42. 09/10/2020 20:42. 09/20/2020 20:47. 09/20/2020 20:47. 09/17/2020 20:507. 09/17/2020 00:507. 07/16/2020 00:507. 07/16/2020 00:508. 06/22/2020 00:508. 06/22/2020 00:508. 06/20/2020 00:508. 06/20/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/00/2020 12:000. 05/00/2020 | |
| Loan Balances View History View Year End Alt Mumor Pegular Payment Odd Amount Miscellaneous Payment Visler Summary Reprint Receipt | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10/16/2020 05:5 10/16/2020 05:1 09/16/2020 05:1 09/16/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 09/17/2020 05:1 06/22/2020 06:1 06/22/2020 07:1 00/06/2020 12:0 00/06/2020 12:0 00/06/ | KAYTUNN BUL KAYTUNN B | 11/11/2020 20:448 11/12/2020 20:548 11/12/2020 20:547 10/10/2020 20:547 10/12/2020 20:567 10/12/2020 20:567 10/2020 20:57 10/2020 20 | |
| Loan Balances View Hintory View Year End Alt Mumou Regular Payment Odd Amount Miscellaneous Payment Visite Summary Reprint Receipt | Annotized Loan Statement Late Notice Annotized Loan Statement Late Notice Annotized Loan Statement Annotized Loan Statement | | 10.14/2020.055 10.74/2020.051 09.74/2020.051 09.72/2020.051 09.72/2020.051 09.77/2020.051 09.77/2020.051 09.77/2020.051 09.77/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.72/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/2020.051 09.719/ | KANTIYAN BU. K | 11/11/2020 20:448. 19/16/2020 20:42. 09/10/2020 20:42. 09/20/2020 20:47. 09/20/2020 20:47. 09/17/2020 20:507. 09/17/2020 00:507. 07/16/2020 00:507. 07/16/2020 00:508. 06/22/2020 00:508. 06/22/2020 00:508. 06/20/2020 00:508. 06/20/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/10/2020 00:508. 05/00/2020 12:000. 05/00/2020 | |

A recent enhancement is the ability to see memos that the NMS Servicing team & Loss Mitigation team has put into the system for your members and your team can also add a memo that your credit unions users and NMS Servicing team & Loss Mitigation team can see as well. Anytime a statement, late notice, or escrow analysis is generated for a member's account, a memo is automatically added to the system. If a member schedules a payment on NMS' payment portal, their confirmation will also be saved to their Memos.

Add Memo

| To: | | | Please notify me of this memo on: |
|--------------------|----------------------------------|--------------|-----------------------------------|
| Cc: | | | MM/DD/YYYY 3 |
| Actual Date: | Monday, November 9, 2020 9:32 AM | | |
| Create Date: | Monday, November 9, 2020 9:32 AM | Created By: | |
| Last Update Date: | | Updated By: | |
| Resolved? | | Resolved By: | |
| Subject: | | Туре: | • |
| eStatus Connect? 丁 | × | Category: | • |
| | | | A\$5 |
| Enter Loan Number | €, ▼ | | Print Apply Close |

When adding a memo, you can give it a subject, select the type of memo it is, and then type the memo in the body underneath. Click apply once you have finished your note. You are unable to edit the note after clicking apply so be sure the memo includes all the information it needs to. <u>Do not click the</u> <u>"Estatus Connect" check box</u>. This will make the note visible to the member on NMS' payment portal.

Taking Borrower Payments

Regular Payment Odd Amount

| | | | Total Payments Accepted: | .00 | |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------------------------------|-----------------|--|
| Enter Amounts | | | Loan Information | | |
| Amount Received: | | .00 | Bank/Inv/Group: | 01/001/001 | |
| Transaction Description: | | • | Interest Rate: | 4.25000 | |
| Principal Adjustment: | .00 | | Current Principal Balance: | 149,789.23 | |
| | | .00 | Deferred Principal Balance: Unapplied Balance: | .00 .00 | |
| T&I Adjustment: | | .00 | Subsidy Balance: | .00 .00 | |
| Unapplied Adjustment: | | .00 | T&I Balance: | 1,050.00 | |
| Late Charge Adjustment: | | .00 | FCL/Bank Fees Balance: | .00 | |
| Misc Ins Adjustment: | | .00 | Unpaid Late Charges: | .00 | |
| | | | Misc Fee Balance: | -25.00 | |
| Ret Check Adjustment: | | .00 | Returned Check Balance: | .00 | |
| Misc Fee Adjustment: | | .00 | Loss Draft Balance: Due Date Next Payment: | .00 04/01/20 | |
| Balance To Adjust: | .00 | | Pay Stop: | 04/01/20 | |
| Payment Type: | ⊖ Cash | | Payment Information | | |
| | Ocheck | | P&I Payment: | 742.02 | |
| | Other | | Subsidy Payment: | .00 | |
| Transaction Note | | | T&I Payment: | 350.00 | |
| | | ABG | Misc Insurance Payment: | .00 | |
| | | 4 | Current Late Charges: | .00 | |
| | | | Total Payment: | 1,092.02 | |
| Enter Loan Number 🔍 💌 | | | | Apply Clos | |
| Amount Received | Enter the to | tal amo | ount the member is paying. | | |
| ransaction Description | LEAVE BLAN | <u>IK.</u> | | | |
| | If the borrower has a late fee assessed for the current payment but will not be paying it now, you will need to add the amount of the late charg as a negative amount (ex: -25.63). This tells the system that you are no | | | | |

not be paying it now, you will need to add the amount of the late charge as a negative amount (ex: -25.63). This tells the system that you are not collecting it at this time as it is trying to collect it in the payment amount.

Payment Type Select either cash or check.

If the borrower is paying anything more than the total payment amount, enter that amount in the appropriate field such as Principal Adjustment. You will see in the Balance to Adjust field the amount that remains after the total required payment is taken from the amount received.

| | | Total Payments Accepted: | .00 |
|---------------------------|-----------------------------------------|----------------------------------|-----------------|
| Enter Amounts | | Loan Information | |
| Amount Received: | 1,095.00 | Bank/Inv/Group: | 01/001/001 |
| Transaction Description: | | Interest Rate: | 4.25000 |
| | | Current Principal Balance: | 149,789.23 |
| Principal Adjustment: | .00 | Deferred Principal Balance: | .00 |
| T&I Adjustment: | .00 | Unapplied Balance: | .00 |
| Unapplied Adjustment: | .00 | Subsidy Balance: T&I Balance: | .00 |
| Lata Channa Adiustra anti | | FCL/Bank Fees Balance: | 1,050.00 .00 |
| Late Charge Adjustment: | .00 | Unpaid Late Charges: | .00 |
| Misc Ins Adjustment: | .00 | Misc Fee Balance: | -25.00 |
| Ret Check Adjustment: | .00 | Returned Check Balance: | .00 |
| Misc Fee Adjustment: | | Loss Draft Balance: | .00 |
| | .00 | Due Date Next Payment: | 04/01/20 |
| Balance To Adjust: | 2.98 | Pay Stop: | |
| Payment Type: | Cash Check | Payment Information | |
| | O Other | P&I Payment: | 742.02 |
| | O Guildi | Subsidy Payment: | .00 |
| Transaction Note | | T&I Payment: | 350.00 |
| | 100 | Misc Insurance Payment: | .00 |
| | * | Current Late Charges: | .00 |
| | | Total Payment: | 1,092.02 |

If the "Balance to Adjust" is not zero and you click apply you will get the following error:

Errors for Regular Payment Odd Amount for Loan Number: 99988 Please fix the following errors: Amount Received is incorrect. OK

In this example, the borrower is paying an additional \$2.98 to principal. The next screen shows what the corrected transaction should look like.

| | | Total Payments Accepted: | .0 | |
|--------------------------|---------------|----------------------------------|------------|--|
| Enter Amounts | | Loan Information | | |
| Amount Received: | 1,095.00 | Bank/Inv/Group: | 01/001/001 | |
| Transaction Description: | | Interest Rate: | 4.25000 | |
| | | Current Principal Balance: | 149,789.23 | |
| Principal Adjustment: | 2.98 | Deferred Principal Balance: | .00 | |
| T&I Adjustment: | [00] | Unapplied Balance: | .00 | |
| Unapplied Adjustment: | | Subsidy Balance: | .00 | |
| onapplied Adjustment. | .00 | T&I Balance: | 1,050.00 | |
| Late Charge Adjustment: | .00 | FCL/Bank Fees Balance: | .00 | |
| Misc Ins Adjustment: | .00 | Unpaid Late Charges: | .00 | |
| - | | Misc Fee Balance: | - 25.00 | |
| Ret Check Adjustment: | .00 | Returned Check Balance: | .00 | |
| Misc Fee Adjustment: | .00 | Loss Draft Balance: | .00 | |
| Balance To Adjust: | .00 | Due Date Next Payment: | 04/01/20 | |
| Payment Type: | Cash Check | Pay Stop: Payment Information | | |
| | O Other | P&I Payment: | 742.02 | |
| | | Subsidy Payment: | .00 | |
| Transaction Note | | T&I Payment: | 350.00 | |
| | ABC | Misc Insurance Payment: | .00 | |
| | 4 | Current Late Charges: | .00 | |
| L | | Total Payment: | 1,092.02 | |

Click Apply.

A payment receipt will generate.

Payment Receipt

NEIGHBORHOOD MORTGAGE SOLUTIONS 975 N MAIN ST, SUITE D FRANKENMUTH MI 48734 (989)497-1651 Toll Free: (877)658-2230

> Borrower Name: Clark S Kent Loan Number: 999888 Teller Name: fcu

| Payment Breakdow | vn | Current Balances | | -Next Payment Breakdown | |
|-------------------|------------|-------------------|--------------|-------------------------|------------|
| Amount Received | \$1,095.00 | Principal | \$149,574.73 | Due Date Next Payment: | 05/01/2020 |
| Due Date | 04/01/2020 | Tax & Insurance | \$1,400.00 | Principal & Interest: + | \$742.02 |
| Received Date | 02/24/2020 | Subsidy | \$0.00 | Tax & Insurance: + | \$350.00 |
| | \$211.52 | Late Charge | \$0.00 | Misc Insurance: + | \$0.00 |
| Principal | | Unapplied \$0.00 | | Late Charge: + | \$0.00 |
| Curtailment | \$2.98 | Misc Fee | (\$25.00) | | |
| Interest | \$530.50 | Return Check Chrg | \$0.00 | Total Payment Amount: = | \$1,092.02 |
| Tax & Insurance | \$350.00 | Loss Draft | \$0.00 | Subsidy: - | \$0.00 |
| Misc Insurance | \$0.00 | Year-To-Date Paid | Balances | Net Payment: = | \$1,092.02 |
| Subsidy | \$0.00 | Principal | \$425.27 | | |
| Late Charge | \$0.00 | Interest | \$1,061.75 | -Mailing Address | |
| Unapplied | \$0.00 | Taxes | \$0.00 | | |
| | | Late Charge | \$0.00 | 123 Cryptonite Ln | |
| Misc Fee | \$0.00 | Hazard/Flood Ins | \$0.00 | Frankenmuth MI 48734 | |
| Return Check Chrg | \$0.00 | Interest on T&I | \$0.00 | | |

Paid Via Check

Example with Late Charge not being paid

| | | Total Payments Accepted: | .00 |
|--------------------------|-------------------|-----------------------------------------------------------|------------|
| Enter Amounts | | Loan Information | |
| Amount Received: | 683.16 | Bank/Inv/Group: | 01/001/001 |
| Transaction Description: | | Interest Rate: | 5.25000 |
| Principal Adjustment: | .00 | Current Principal Balance: Deferred Principal Balance: | 123,000.00 |
| | | Unapplied Balance: | .00 .00 |
| T&I Adjustment: | .00 | Subsidy Balance: | .00 |
| Unapplied Adjustment: | .00 | | .00 |
| Late Charge Adjustment: | -34.16 | FCL/Bank Fees Balance: | .00 |
| Misc Ins Adjustment: | .00 | Unpaid Late Charges: | 34.16 |
| - | | Misc Fee Balance: | .00 |
| Ret Check Adjustment: | .00 | Returned Check Balance: | .00 |
| Misc Fee Adjustment: | .00 | Loss Draft Balance: | 00. |
| Balance To Adjust: | .00 | Due Date Next Payment: Pay Stop: | 02/01/20 |
| Payment Type: | ○ Cash ● Check | Payment Information | |
| | O Other | P&I Payment: | 683.16 |
| Transaction Note | | Subsidy Payment: | .00 |
| Iransaction Note | | T&I Payment: | .00 |
| | ABC | Misc Insurance Payment: | .00 |
| | \checkmark | Current Late Charges: | 34.16 |
| | | Total Payment: | 717.32 |

In this scenario, the borrower owes a late charge for the current payment due. The borrower is not paying it at this time. You will need to enter the amount as a negative figure in order to get the "Balance to Adjust" to zero. This does not waive the late charge; it just does not pay it.

Miscellaneous Payment

If the borrower is paid current they can make a principal only payment at any time.

| Miscellaneous Payment for Loan N | umber: 999888 (Clark S Kent | t) | | 0 |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| | | | Total Payments Accepted: | .00 |
| Enter Amounts | | | Loan Information | |
| Payment Type: Amount Received: Transaction Description: Amount From Unapplied: Payment Type: Transaction Note | Cash Check Other | • .00 • | Bank/Inv/Group: Interest Rate: Current Principal Balance: Deferred Principal Balance: Unapplied Balance: Subsidy Balance: T&I Balance: FCL/Bank Fees Balance: Unpaid Late Charges: Misc Fee Balance: Returned Check Balance: | 01/001/001 4.25000 149,574.73 .00 .00 1,350.00 .00 .00 .00 .00 .00 |
| Iransaction Note | | АĞС | Loss Draft Balance: Due Date Next Payment: Pay Stop: | .00 05/01/20 |
| | | | Payment Information | |
| | | | P&I Payment: Subsidy Payment: T&I Payment: Misc Insurance Payment: Current Late Charges: | 742.02 .00 350.00 .00 |
| | | | Total Payment: | 1,092.02 |
| Enter Loan Number 🔍 🗸 | | | | Apply |
| Payment Type | Select either C | urta | ilment (payment), Late Charge | |

Select either Curtailment (payment), Late Charge, Return Check Charge. Do not use the other options

Amount Received

Enter the total amount the member is paying.

If Curtailment is selected the screen will refresh with fields to indicate where the funds are to be applied. Do NOT apply to T&I for any escrow shortage. Contact the Servicing Department in these situations.

| Enter Amounts | | |
|--------------------------|-------------|-----|
| Payment Type: | Curtailment | • |
| Amount Received: | | .00 |
| Transaction Description: | | • |
| Apply To Principal: | | .00 |
| Apply To T&I: | | .00 |
| Apply To Unapplied: | | .00 |
| Balance To Adjust: | | .00 |

Transaction Description LEAVE BLANK.

Amount from Unapplied DO NOT USE THIS FIELD.

Payment Type Select either cash or check.

Click Apply to process the payment.

Loan History

| | Due Date | Paid Date | Pmt Amt | Trans Desc | User ID | |
|-----------------------------------------------------|---------------|-----------|------------|------------------|-----------|-------------------|
| REG | 04/01/20 | 02/24/20 | 1,095.0 | 00 | fcu | (1 of 2) |
| REG | 03/01/20 | 02/20/20 | 1,092.0 | 02 ACH | pskocelas | (2 of 2) |
| | | | | | | |
| | cord(s) Found | | | | | |
| ayee Name mounts Re | | Ba | alances | Amounts Received | | Balances |
| Deferred: | | .00 | .00 | Unapplied: | .00 | .00 |
| vincipal: | | 211.52 | 149,574.73 | Service Fee: | .00 | |
| Curtailmen | t: | 2.98 | | Misc Fee: | .00 | - 25.00 |
| nterest: | | 530.50 | | FCL/Bank Fee: | .00 | .00 |
| 81: | | 350.00 | 1,400.00 | Ret Ck Chrg: | .00 | .00 |
| Aise Ins: | | .00 | | Loss Draft: | .00 | .00 |
| viise ins: | | .00 | .00 | Actual Date: | | 02/24/20 16:16:34 |
| | | .00 | .00 | | | |
| ubsidy: | 2: | .00 | | | | |
| viisc ins: Subsidy: .ate Charge ransaction | | .00 | | | | |
| Subsidy: .ate Charge | | | | | | |

The payment that was just applied at the teller window now shows in the history. Users can see the payment breakdown of any payment by clicking on the line in the top window and the breakdown will display in the bottom section.

All loans will show the "conversion" from GCC to FICS with a date of 3/3/2020 and it will show like this:

| Trans | Due Date | Paid Date | Pmt Amt | Trans Desc | User ID | |
|-------|----------|-----------|---------|------------|----------|--|
| BEG | 02/01/20 | 03/03/20 | Conv | | (1 of 6) | |

Teller Summary

| Home #999888 - Clark 5 Kent - Dunck Start | Teller Summary Report |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Home | Teller Summary Report |
| Home Borrower / Address Information Loan Status Loan Balances View History View Year End Regular Payment Odd Amount Miscellaneous Payment Reprint Receipt Run Customized Programs | Teller Summary Report Image: Summary Report Image: Teller Summary Report This program will produce a report detailing the payments posted in the Mortgage Teller system as of the last time the Daily Report Bundle was run in Mortgage Servicer. Image: Teller Transactions! Image: Do NOT check this box. |
| | Conce |

DO NOT click Clear Teller Transactions. Click Ok to generate a report of payments you have collected during the current posting day for your internal balancing processes/procedures.

| Page 1 | | | Mo | OOD MORTGA rtgage Teller S ler Summary R | | 5 | February 25, 20 08:09 |
|--------|-----------|---------------------|------|------------------------------------------------|----------|---------------|--------------------------|
| | | | | Teller Name: f | cu | | |
| L | Loan # | Loan Name | Tran | Tran Date | Due Date | Tran Desc | Tran Amount |
| | Transacti | ons Paid With Check | | | | | |
| 9 | 999888 | Clark S Kent | REG | 02/24/20 | 04/01/20 | | 1,095.00 |
| | | | | | | Check Totals: | 1,095.00 |
| | | | | | | | Item Count = 1 |
| | | | | | | Grand Totals: | 1,095.00 |
| | | | | | | | Item Count = 1 |

Once NMS runs the end of day processes, it will clear this report.

Loan Stops

| Home Bk Im | 0.000000 | 77 - Lane, Lois - R Loan Type | egular Payment Odd Amoun | t 🥥 Frequency | Due Date | Int |
|---------------|------------------|----------------------------------|-----------------------------------------|------------------|----------------|-----|
| Open | Print | User Preferences | Error Log | | Help | _ |
| Open Loan | Printer Setup | Desktop Options | View View Error Log Server Error Log | | efresh (F5) | |

Loan Stops are placed on loans for various reasons. Most commonly the borrower is delinquent and working with our Loss Mitigation department. Loan Stops will display next to the borrower's name and will show as a stop sign. If you hover the mouse over the stop sign, it will show you what the stop is for.

| Mr | 1 March | | | | | | |
|----------------------|---------------------------|---------------------------------------|-------------------------|------------------------------------|----------------|-------------------------|-----------|
| Open Loan Open | Printer Setup Print | Desktop Options User Preference | | View Server Error Log | Help Topics | Refresh (F5) Help | Co Inf |
| Home | #9997 | 77 - Lane, Lois - | Quick Start 🧲 | × | | | |
| Bk Inv 01 001 | | Loan Type Conventional | Loan Plan Frankenmut | Payment | Stops | y Due 04/0 | 10 M I |
| Home | - | | | Foreclosure Quick Start for Loa | | rer: 99977 | 7 (L |
| Ann | | | | | | | |

If the loan has a stop and you attempt to post a payment, you will get a message and the system will halt you.

| Payment Stop for Loan #999777 - Lane, Lois | |
|--------------------------------------------|----|
| Stop | |
| Foreclosure | |
| | |
| | ок |
| | |

Contact NMS Loss Mitigation department at lossmit@gonms.org or via phone at 989.497.1651 option 8.

Desktop Options - do not make any changes to this screen