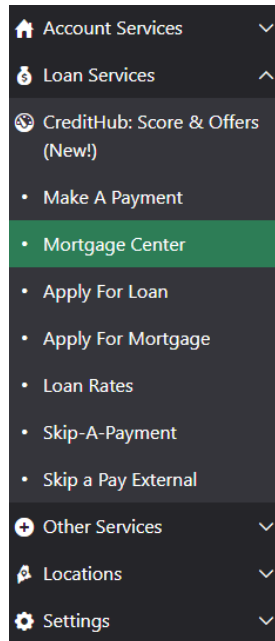
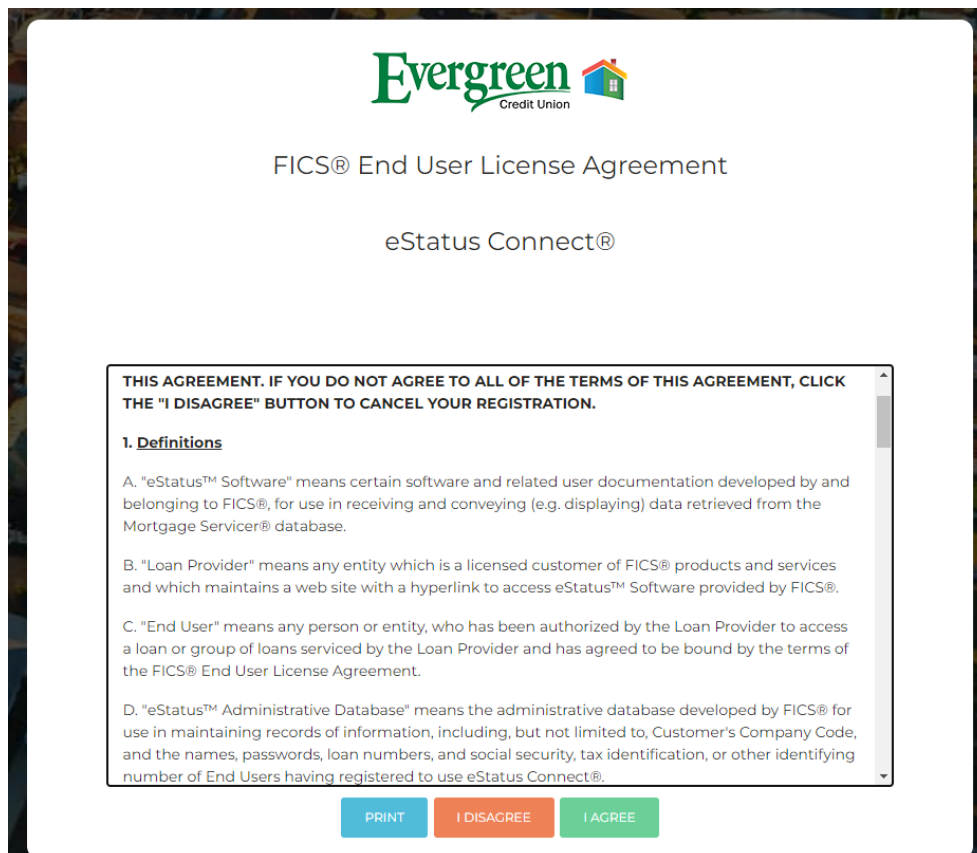


# Navigation of Evergreen Credit Union Mortgage Center

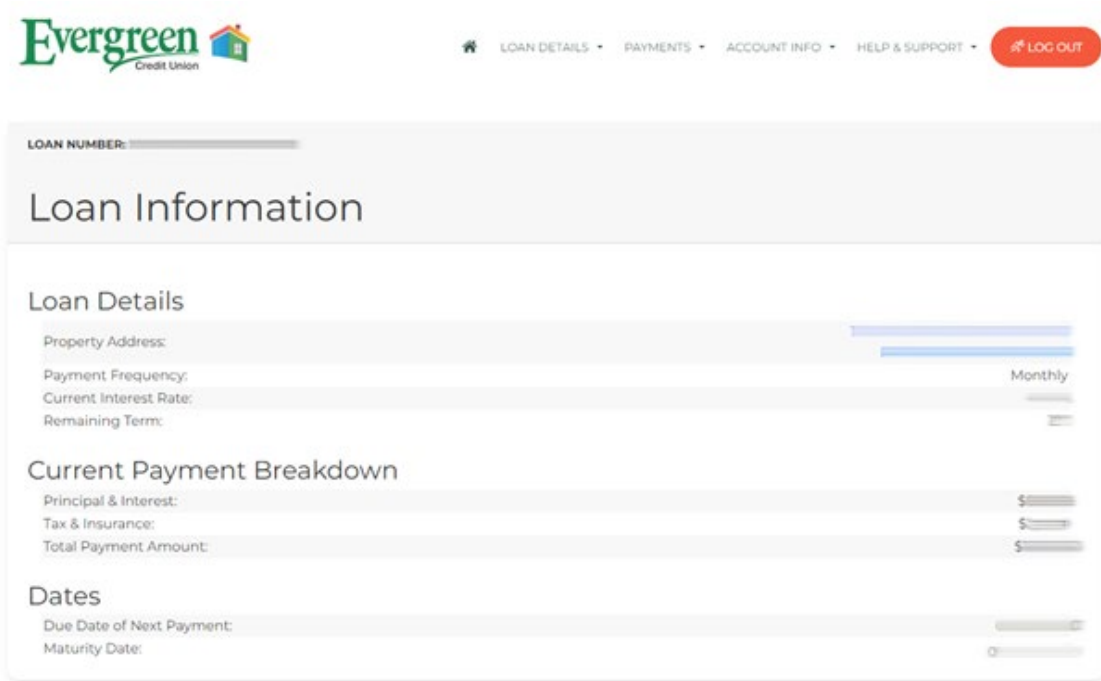
- You will see a new menu item, “Mortgage Center”, under “Loan Services” in your Online Banking account, click to access new Mortgage Servicing and Payment features:



- The first time you click to enter the Mortgage Center, you will need to click “I Agree” on the disclosure, as shown below:



- Once you are in the Mortgage Center, you will see many new features. By clicking on “Loan Details” then “Loan Information”, you can view important details, including the breakdown of your current payment.



The screenshot shows the Evergreen Credit Union website interface. At the top left is the logo. The navigation menu includes Home, Loan Details, Payments, Account Info, Help & Support, and a red Log Out button. Below the navigation is a header with a placeholder for the loan number and the title "Loan Information". The main content area is divided into three sections: "Loan Details", "Current Payment Breakdown", and "Dates".

**Loan Details**

- Property Address: [Redacted]
- Payment Frequency: Monthly
- Current Interest Rate: [Redacted]
- Remaining Term: [Redacted]

**Current Payment Breakdown**

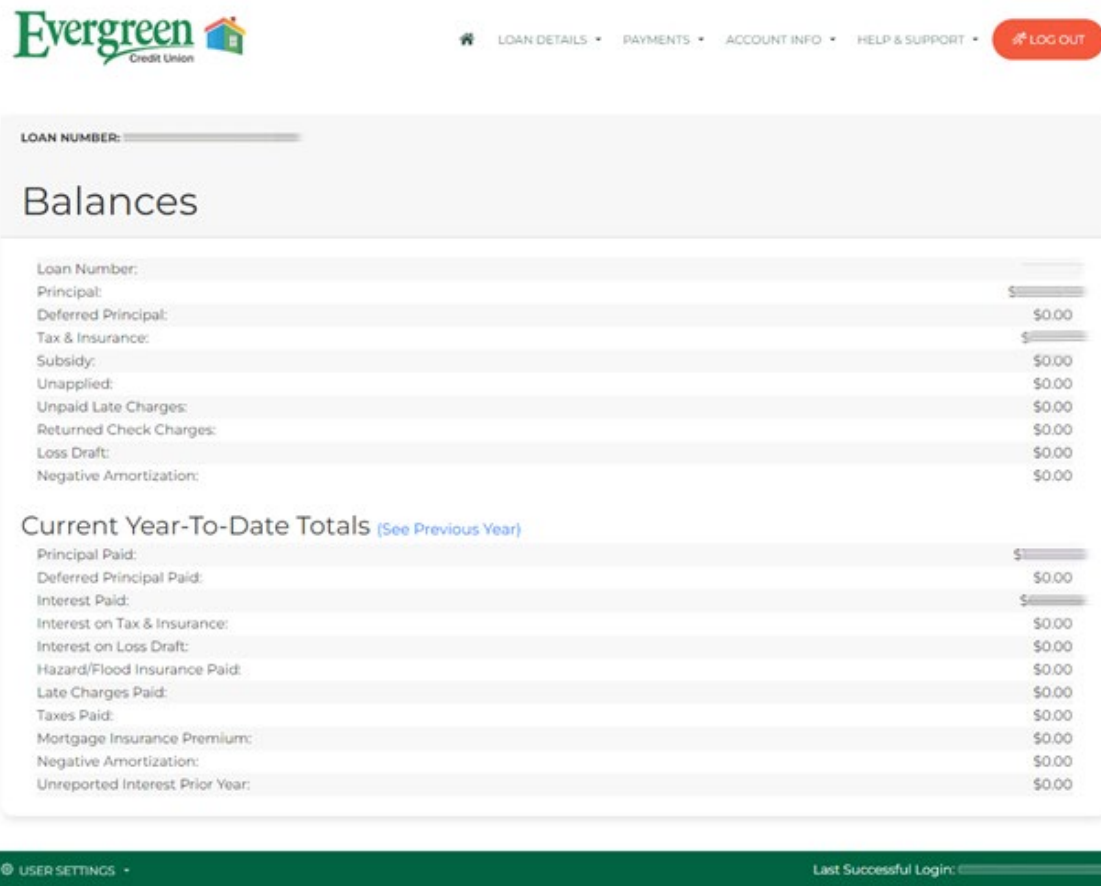
|                       |               |
|-----------------------|---------------|
| Principal & Interest: | \$ [Redacted] |
| Tax & Insurance:      | \$ [Redacted] |
| Total Payment Amount: | \$ [Redacted] |

**Dates**

- Due Date of Next Payment: [Redacted]
- Maturity Date: [Redacted]

At the bottom of the page, there is a green footer bar containing "USER SETTINGS" and "Last Successful Login: [Redacted]".

- By clicking on “Loan Details” then “Balance”, you can view your current Loan balance, escrow balance, and year to date totals.



The screenshot shows the Evergreen Credit Union website interface for the "Balances" page. The navigation and header are identical to the previous screenshot. The main content area displays the loan number and a list of balance items, followed by a section for "Current Year-To-Date Totals".

**Balances**

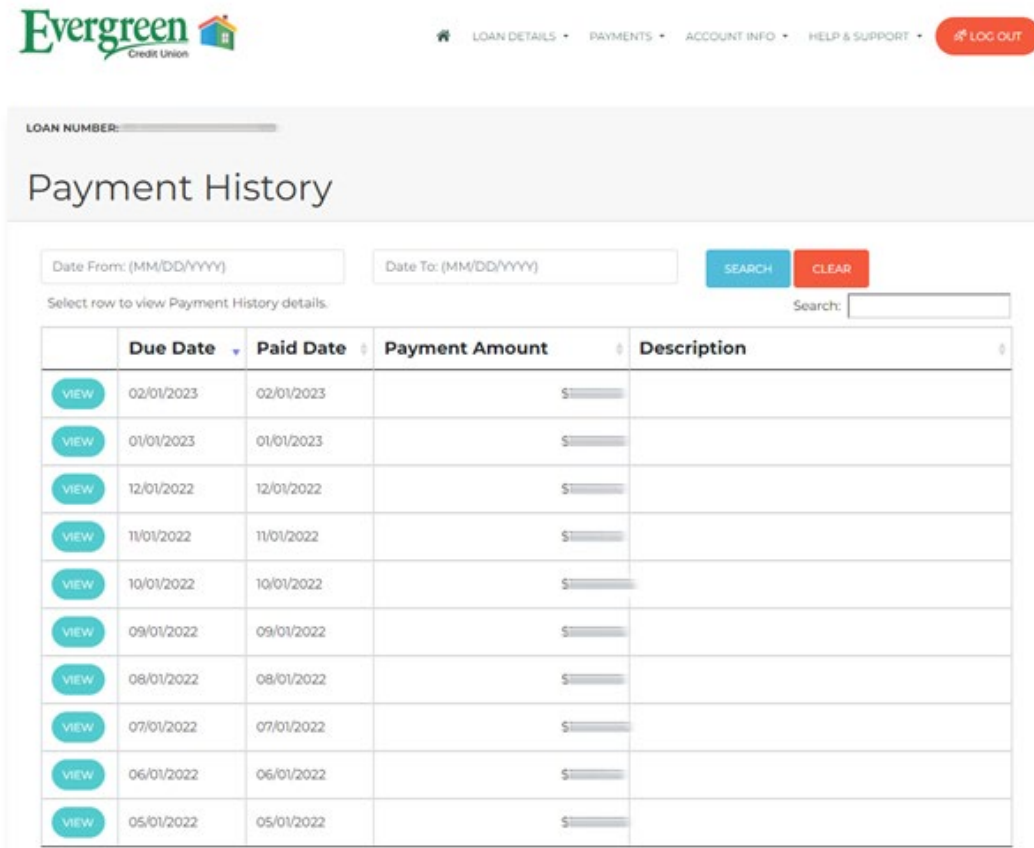
|                         |               |
|-------------------------|---------------|
| Loan Number:            | [Redacted]    |
| Principal:              | \$ [Redacted] |
| Deferred Principal:     | \$0.00        |
| Tax & Insurance:        | \$ [Redacted] |
| Subsidy:                | \$0.00        |
| Unapplied:              | \$0.00        |
| Unpaid Late Charges:    | \$0.00        |
| Returned Check Charges: | \$0.00        |
| Loss Draft:             | \$0.00        |
| Negative Amortization:  | \$0.00        |

**Current Year-To-Date Totals** [\(See Previous Year\)](#)

|                                 |               |
|---------------------------------|---------------|
| Principal Paid:                 | \$ [Redacted] |
| Deferred Principal Paid:        | \$0.00        |
| Interest Paid:                  | \$ [Redacted] |
| Interest on Tax & Insurance:    | \$0.00        |
| Interest on Loss Draft:         | \$0.00        |
| Hazard/Flood Insurance Paid:    | \$0.00        |
| Late Charges Paid:              | \$0.00        |
| Taxes Paid:                     | \$0.00        |
| Mortgage Insurance Premium:     | \$0.00        |
| Negative Amortization:          | \$0.00        |
| Unreported Interest Prior Year: | \$0.00        |

At the bottom of the page, there is a green footer bar containing "USER SETTINGS" and "Last Successful Login: [Redacted]".

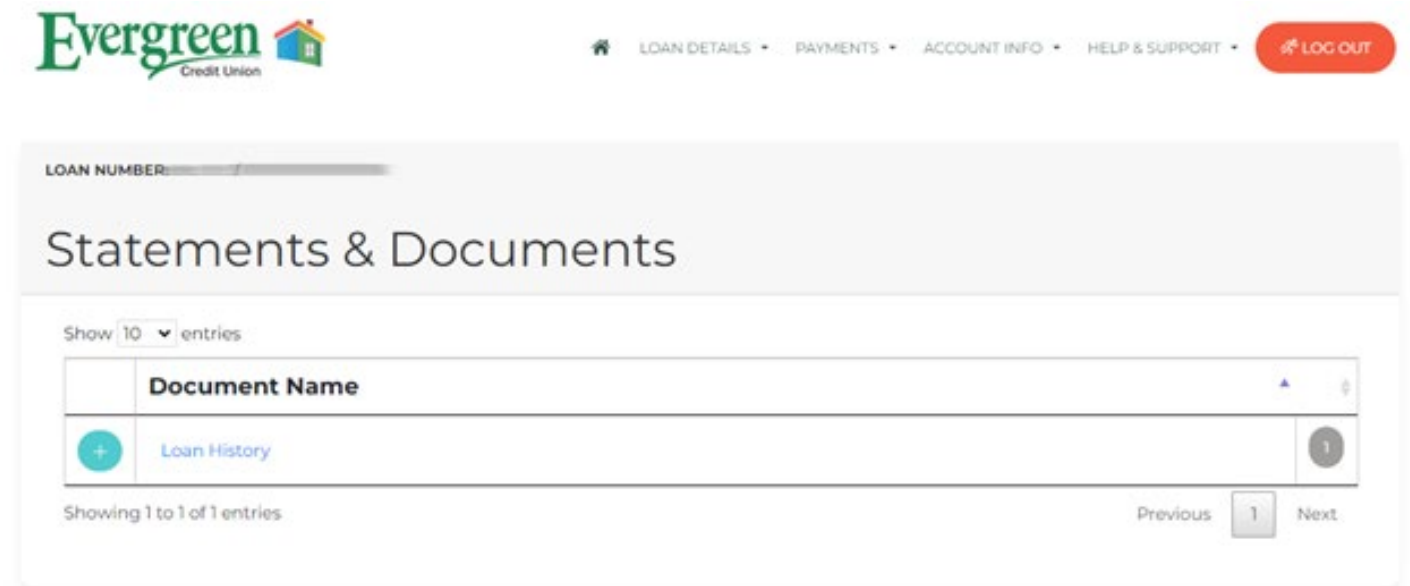
- To view a breakdown of your 12 most recent payments, click on “Payments” then “Payment History”. You can click the “View” button in the left column for additional payment details.



The screenshot shows the Evergreen Credit Union website's "Payment History" page. At the top, there is a navigation bar with the Evergreen logo, a home icon, and links for "LOAN DETAILS", "PAYMENTS", "ACCOUNT INFO", "HELP & SUPPORT", and a red "LOG OUT" button. Below the navigation bar, there is a "LOAN NUMBER:" field. The main heading is "Payment History". Below the heading, there are two date input fields: "Date From: (MM/DD/YYYY)" and "Date To: (MM/DD/YYYY)", with "SEARCH" and "CLEAR" buttons. A "Select row to view Payment History details." instruction is followed by a "Search:" input field. The main content is a table with the following columns: "Due Date", "Paid Date", "Payment Amount", and "Description". Each row has a "VIEW" button in the left column. The table contains 12 rows of payment data, with dates ranging from 05/01/2022 to 02/01/2023.

|      | Due Date   | Paid Date  | Payment Amount | Description |
|------|------------|------------|----------------|-------------|
| VIEW | 02/01/2023 | 02/01/2023 | \$             |             |
| VIEW | 01/01/2023 | 01/01/2023 | \$             |             |
| VIEW | 12/01/2022 | 12/01/2022 | \$             |             |
| VIEW | 11/01/2022 | 11/01/2022 | \$             |             |
| VIEW | 10/01/2022 | 10/01/2022 | \$             |             |
| VIEW | 09/01/2022 | 09/01/2022 | \$             |             |
| VIEW | 08/01/2022 | 08/01/2022 | \$             |             |
| VIEW | 07/01/2022 | 07/01/2022 | \$             |             |
| VIEW | 06/01/2022 | 06/01/2022 | \$             |             |
| VIEW | 05/01/2022 | 05/01/2022 | \$             |             |

- To view documents related to your Mortgage, click on “Account Information” then “Documents”. You can then click the circle in the left column to open any available documents.



The screenshot shows the Evergreen Credit Union website's "Statements & Documents" page. At the top, there is a navigation bar with the Evergreen logo, a home icon, and links for "LOAN DETAILS", "PAYMENTS", "ACCOUNT INFO", "HELP & SUPPORT", and a red "LOG OUT" button. Below the navigation bar, there is a "LOAN NUMBER:" field. The main heading is "Statements & Documents". Below the heading, there is a "Show 10 entries" dropdown menu. The main content is a table with the following columns: "Document Name". Below the table, there is a "Showing 1 to 1 of 1 entries" message and a pagination control with "Previous", "1", and "Next" buttons.

| Document Name   |
|---|
| <div style="display: flex; align-items: center;"> <span style="margin-right: 10px;">+</span> <span>Loan History</span> <span style="margin-left: auto; border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">1</span> </div> |

Showing 1 to 1 of 1 entries Previous 1 Next

- When you have non-urgent questions about your mortgage, you will be able to send a message directly to the Mortgage Servicing department by submitting the Contact Us form.

## Contact Us

If you have any questions or concerns, please fill out the form below to directly message our Mortgage Team. Please allow up to 3 business days for a response. If your inquiry is urgent, please contact our Member Experience Center at **(207) 221-5000**.

**Caution:** Do **NOT** provide sensitive personal information when submitting a *Contact Us* message.

|   |          |
|---|----------|
| <input type="text" value="First Name"/>   | Required |
| <input type="text" value="Last Name"/>    | Required |
| <input type="text" value="E-mail"/>       | Required |
| <input type="text" value="Phone"/>        |          |
| <input type="text" value="Company Name"/> |          |
| <input type="text" value="Address 1"/>    |          |
| <input type="text" value="Address 2"/>    |          |
| <input type="text" value="City"/>         |          |
| <input type="text" value="State"/>        |          |
| <input type="text" value="Zip"/>          |          |
| <input type="text" value="Phone"/>        |          |
| <input type="text" value="Comments"/>     | Required |