



Midwest Mortgage Servicing Frequently Asked Questions

General Questions

- Q: Why is my Credit Union partnering with Midwest Loan Services (MLS) for the servicing of my mortgage loan?**
A: Midwest Loan Services has specific expertise in the area of mortgage loan servicing which allows us to offer our member's additional benefits and services. Once the transition occurs, you will have new options for making payments and accessing information about your mortgage account.
- Q: Has my mortgage been sold to MLS?**
A: No, your mortgage has not been sold. MLS will simply be performing the servicing of the loan, which means they'll take your payments, pay your taxes and insurance, and handle any questions you may have about your loan.
- Q: How do I contact MLS when I have questions about the servicing of my mortgage loan?**
A: You can contact the Midwest Customer Service Center at **1-800-262-6574 from 8:00 AM to 8:00 PM** (Eastern Standard Time). You can also view your current mortgage statement online 24/7 at www.midwestloanservices.com or from within our Online Account Access system.
- Q: Will my loan number be changing?**
A: Yes, Midwest will assign you a new loan number. You will use this number to register for access to your account online. You should always refer to this loan number when contacting Midwest about your loan.
- Q: Will any of the terms of my mortgage change?**
A: No, your mortgage will continue to be serviced under the original terms.
- Q: How will I report interest paid for the tax year?**
A: You will receive two mortgage tax and interest statements (Form 1098) in January. One from the Credit Union for the time they serviced your loan and one from Midwest from the time they serviced your loan.

Payment Questions

- Q: My mortgage is currently being drafted automatically from my checking/savings account. Will this service continue when my loan transfers to Midwest Loan Services?**
A: Yes, your payment will continue to be drafted and no further action from you is required. However, when you receive your Welcome letter from MLS, review the automatic payment information listed in the letter for accuracy. If you notice a discrepancy, contact us immediately at **1-800-262-6574**.
- Q: Can I make my payment online?**
A: Yes, simply go to www.midwestloanservices.com or login to Online Account Access and register.



Q: **Can I still pay my mortgage through a Bill Pay service?**

A: Yes, just make sure you update your loan number and payment mailing address so that your payment is credited properly.

Q: **Where do I send my payment?**

A: Credit Union c/o Midwest Loan Services Inc.
PO Box 188
Houghton, MI 49931-0188

Q: **Can I continue to make payments at the Credit Union branch?**

A: Yes, you can make payments at the branch or by any of the many other convenient options that Midwest has for making payments.

Escrow Questions

Q: **I have an escrow account; will MLS continue this service when my loan transfers to them?**

A: Yes, after the transfer, Midwest will pay your taxes and insurance just as we did. In addition, they will analyze your escrow account annually and mail you the results.

Q: **I don't currently have an escrow account; can I set one up with Midwest when my loans transfer to them?**

A: 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 the following address:

Midwest Loan Services, Inc.
Attention: Escrow Services
P.O. Box 144
Houghton, MI 49931-0144

Upon completion of your request we will notify you in writing of the required escrow deposit and pending monthly payment due.

Q: **What should I do if I receive a tax or insurance bill but I have an escrow account?**

A: Forward any bills you receive to the following address. Remember to include your loan number on all correspondence.

Midwest Loan Services
Attention: Escrow Services
P.O. Box 144
Houghton, MI 49931-0144