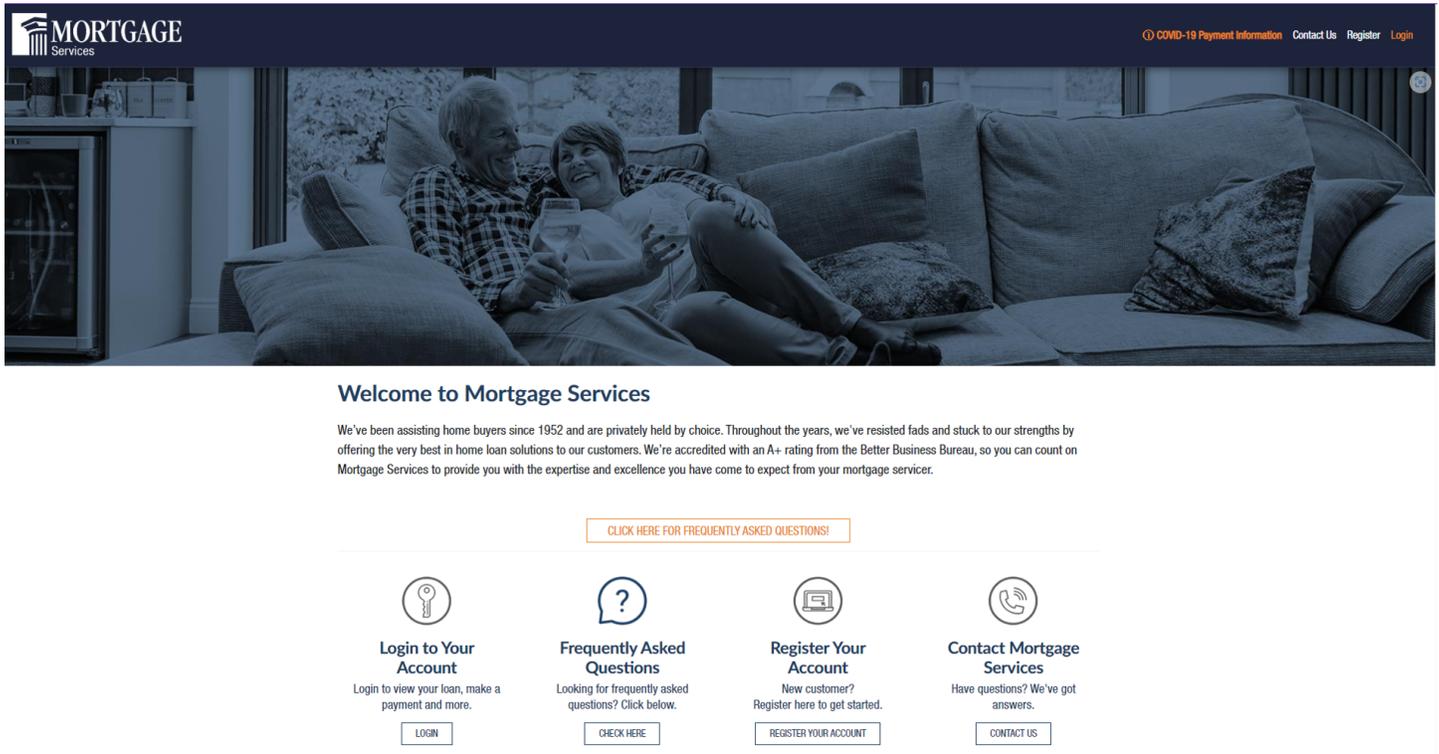


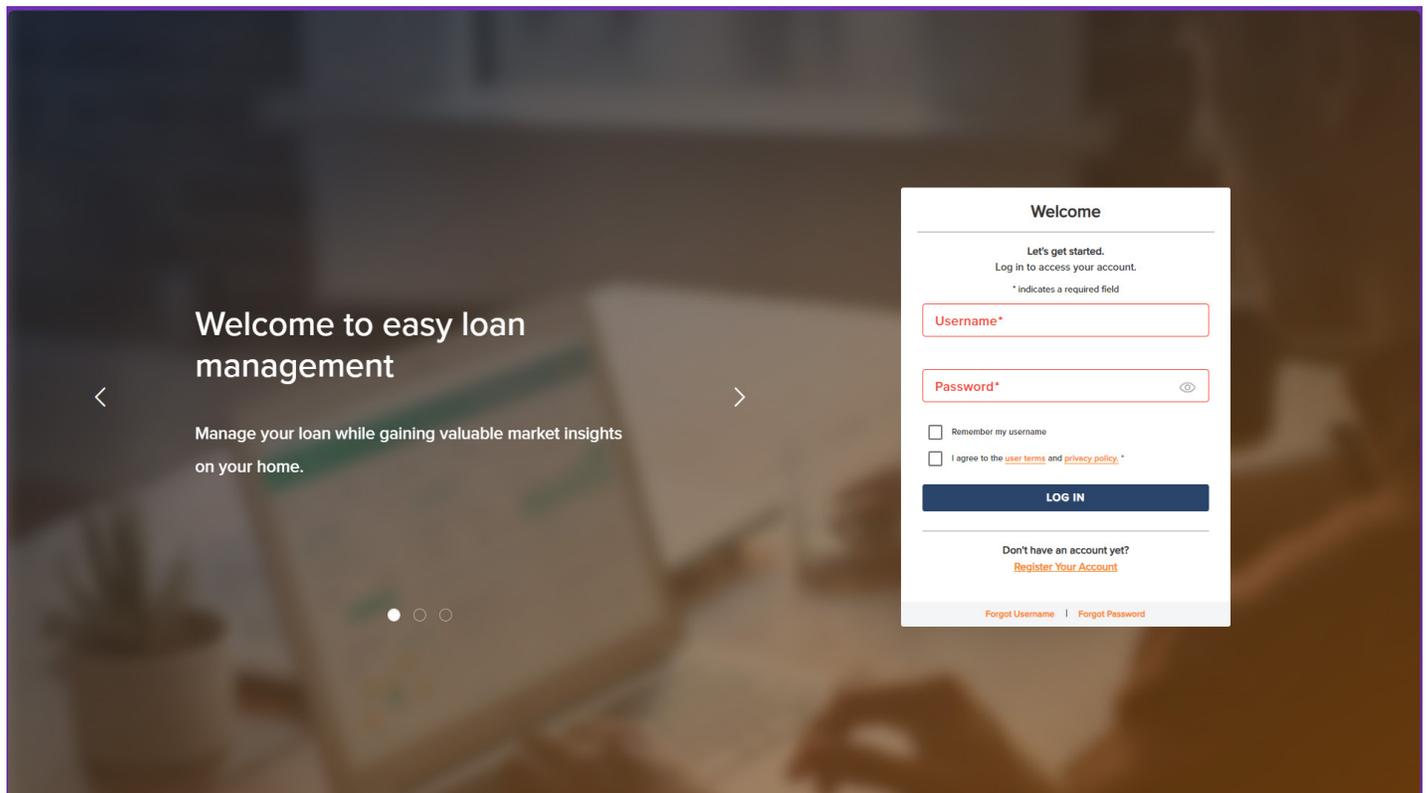
# Your Guide to Creating a New Mortgage Services Account

Step 1: Visit [www.ServiceHomeLoan.com](http://www.ServiceHomeLoan.com). Click “Register Your Account” from the icons at the bottom of the screen or in the top right hand corner of your browser window.



The screenshot shows the Mortgage Services website. At the top left is the logo with the text "MORTGAGE Services". At the top right are links for "COVID-19 Payment Information", "Contact Us", "Register", and "Login". Below the navigation is a large image of a couple sitting on a couch. Underneath the image is the heading "Welcome to Mortgage Services" followed by a paragraph of text: "We've been assisting home buyers since 1952 and are privately held by choice. Throughout the years, we've resisted fads and stuck to our strengths by offering the very best in home loan solutions to our customers. We're accredited with an A+ rating from the Better Business Bureau, so you can count on Mortgage Services to provide you with the expertise and excellence you have come to expect from your mortgage servicer." Below this is a link: "CLICK HERE FOR FREQUENTLY ASKED QUESTIONS!". At the bottom are four service icons: "Login to Your Account" (key icon), "Frequently Asked Questions" (question mark icon), "Register Your Account" (laptop icon), and "Contact Mortgage Services" (phone icon). Each icon has a corresponding button below it.

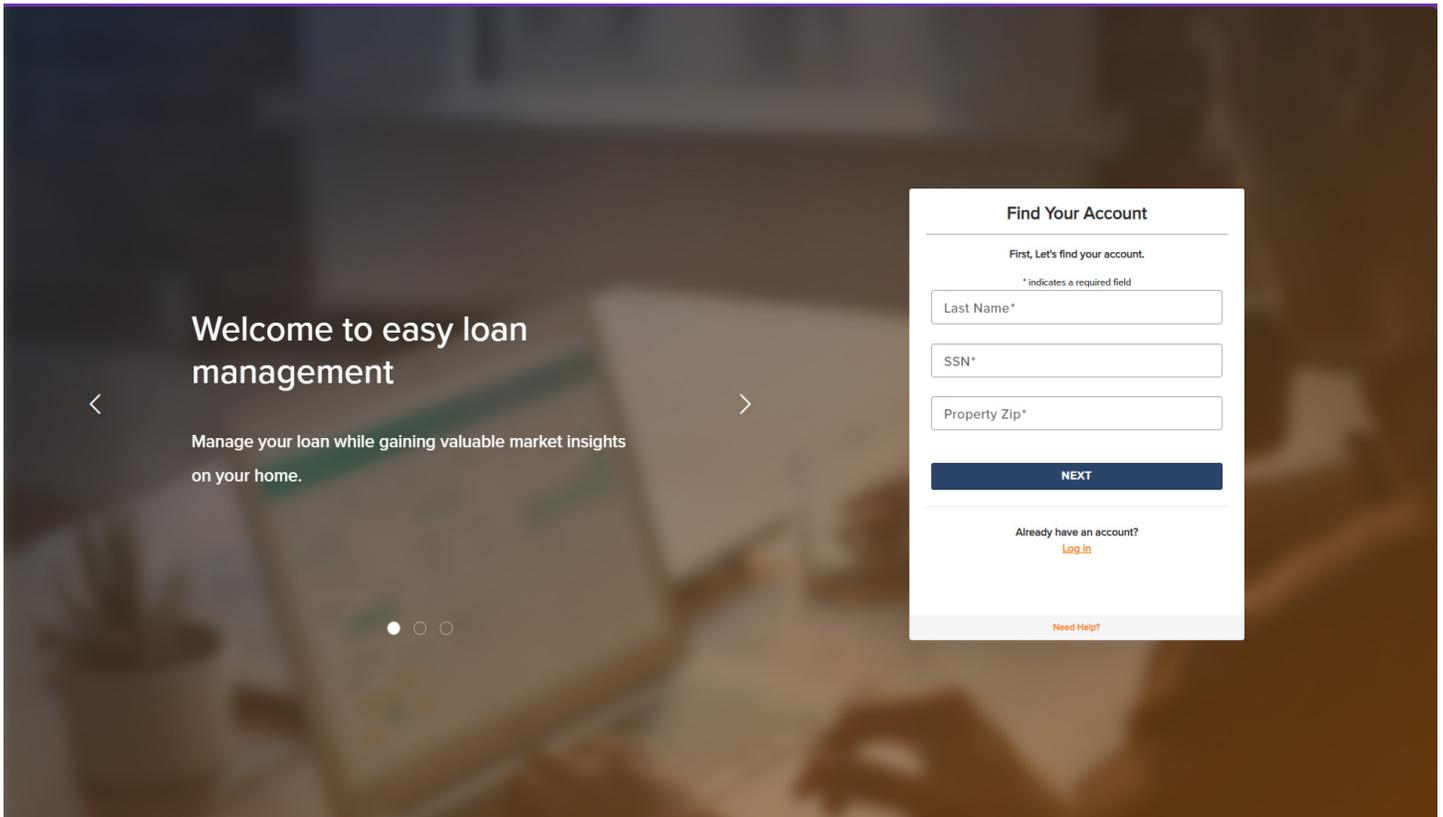
Step 2: After clicking “Register Your Account,” you will find yourself at the Welcome Login Screen. To register your new account, click “Register Your Account” at the bottom of the Login Box.



The screenshot shows the Mortgage Services login screen. On the left, there is a large heading "Welcome to easy loan management" and a sub-heading "Manage your loan while gaining valuable market insights on your home." On the right, there is a white login box titled "Welcome". Inside the box, it says "Let's get started. Log in to access your account." and "\* indicates a required field". There are two input fields: "Username\*" and "Password\*" with a toggle icon. Below the fields are two checkboxes: "Remember my username" and "I agree to the [user terms](#) and [privacy policy](#).\*". At the bottom of the box is a blue "LOG IN" button. Below the button, it says "Don't have an account yet?" and "Register Your Account". At the very bottom of the box are links for "Forgot Username" and "Forgot Password".

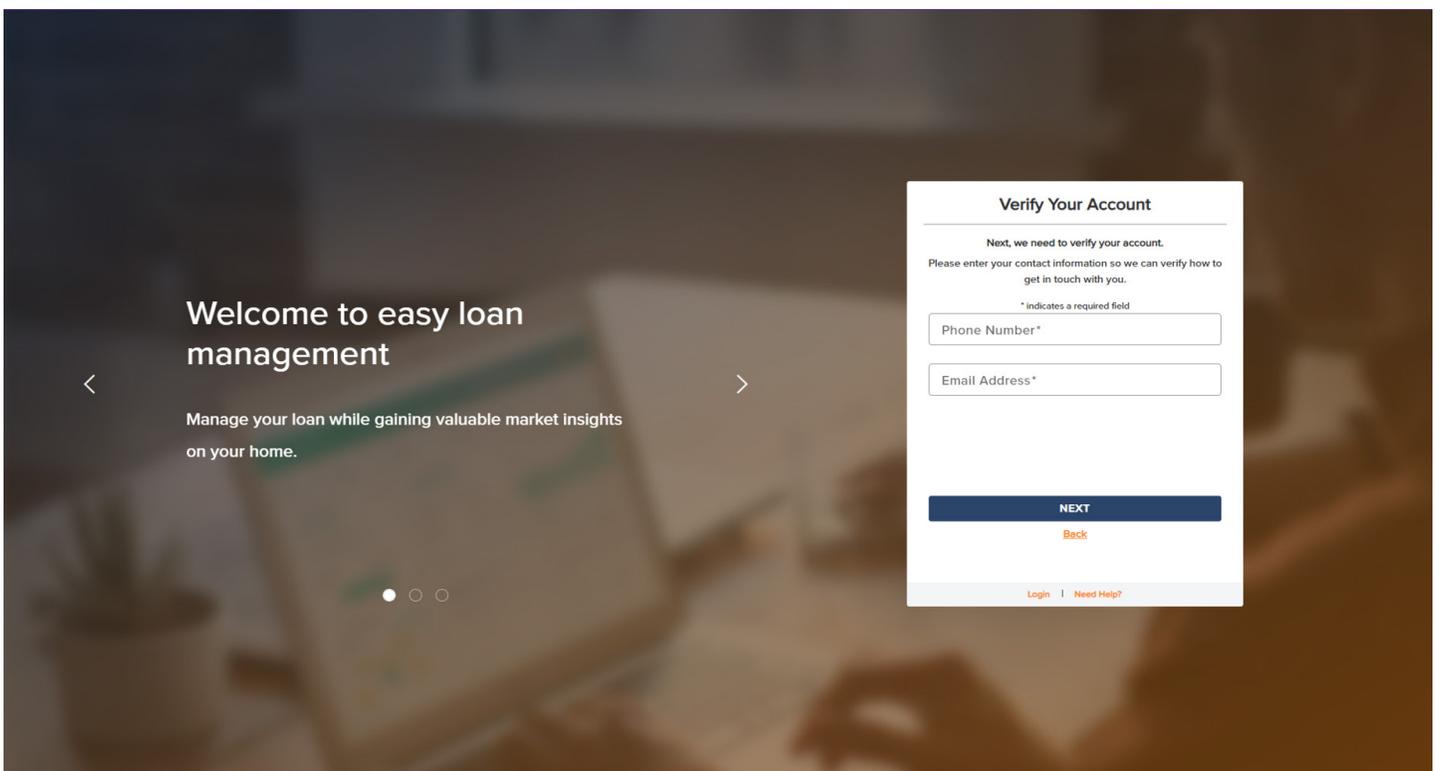
Step 3: Find your account. Enter the following information:

- Last Name
- Full Social Security Number
- Property Zip Code

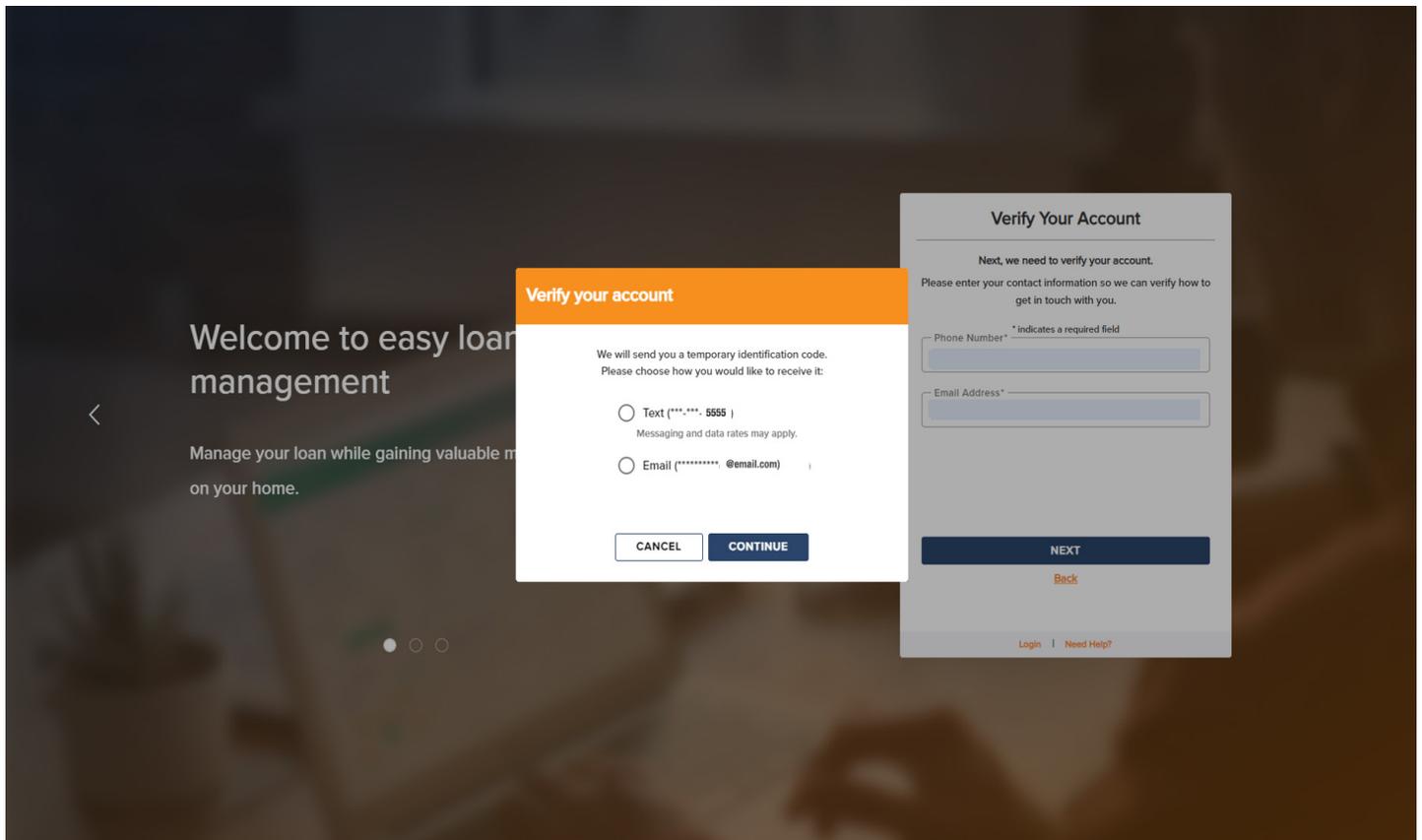


Step 4: Verify your account. Enter the following information:

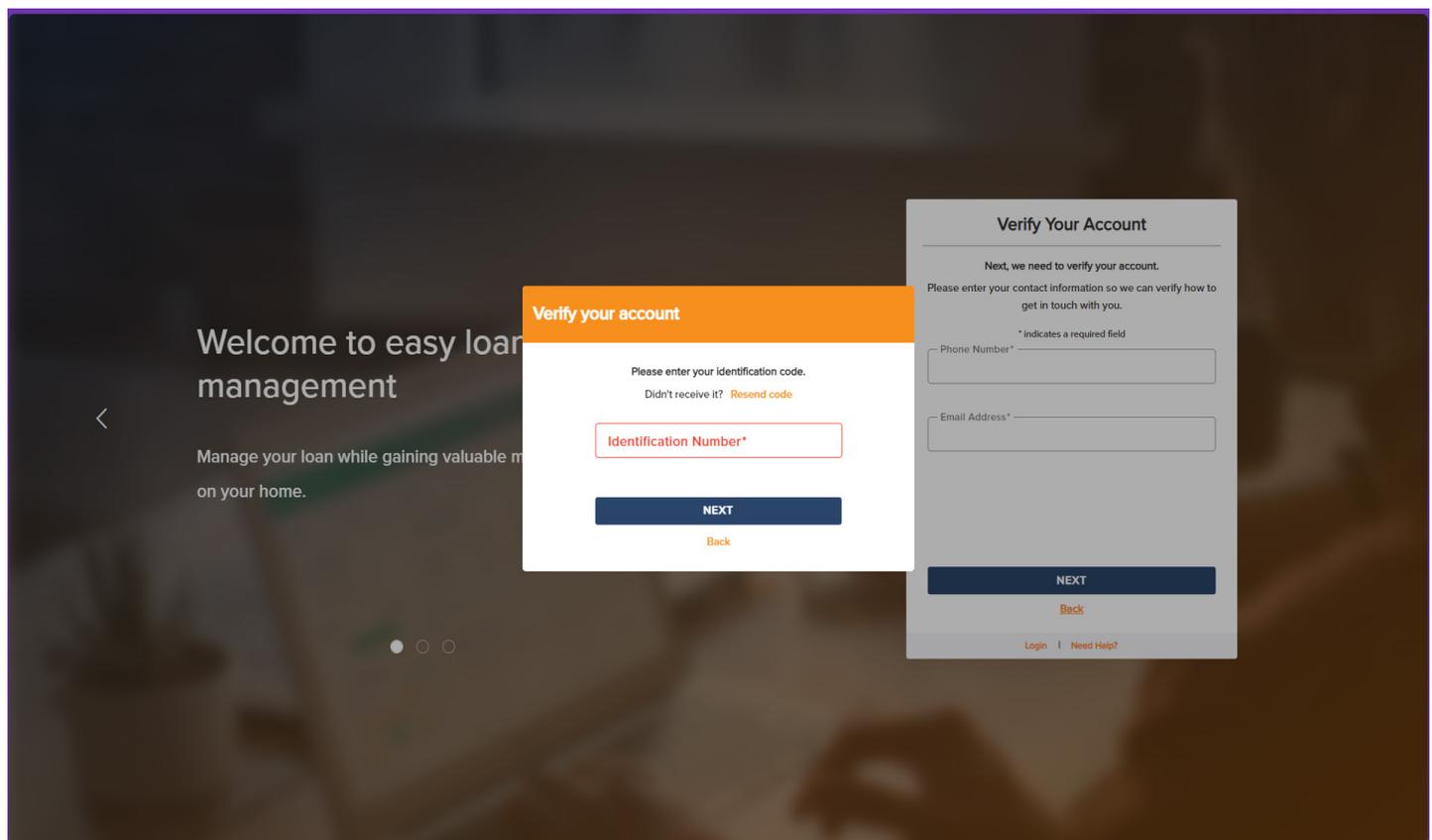
- Phone Number
- Email Address



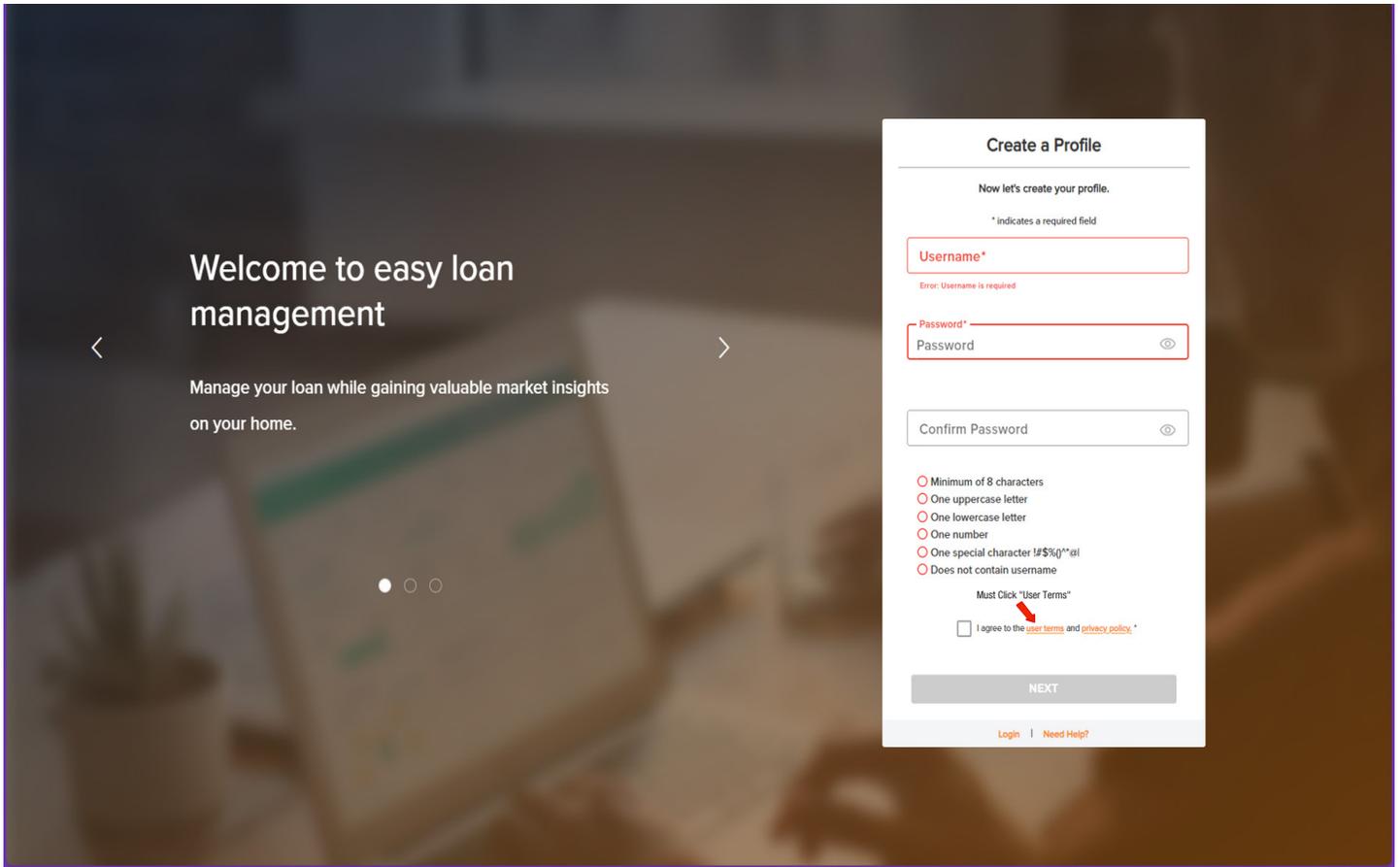
Step 5: Select either text or email on the pop up to have a one time identification code sent to you and click continue.



Step 6: Enter the identification code you just received. If you did not receive a code, click "Resend code."



Step 7: Create Username and password – Make sure you **click on the user terms** link to view the terms and conditions **before you check the box**, or you won't be able to complete registration.



Success! You've have registered your new account with Mortgage Services! You may now login and view your account.

