

## Member First Mortgage (MFM) for Servicing Workers Federal Credit Union Frequently Asked Questions

### General

- Q: Why is Workers Federal Credit Union transferring the servicing of my mortgage loan to Member First Mortgage (MFM)?**
- A: Workers Federal Credit Union** is transferring mortgage servicing to MFM to offer additional benefits and services. Once the transition occurs, you will have new features and options for making payments and accessing information pertaining to your mortgage account.
- Q: Who is Member First Mortgage (MFM)?**
- A:** Founded in 2001 and wholly owned by 11 leading credit unions, Member First Mortgage is a Credit Union Service Organization (CUSO). MFM has a strong reputation as a leading mortgage servicer, assisting credit unions and their members with their mortgage needs. Built on the credit union philosophy of "People Helping People," MFM team members have years of experience in mortgage servicing and a service vision unparalleled in the mortgage industry. MFM offers the outstanding service you deserve and such things as:
- Automatic Payment Withdrawal (ACH)
  - Free 24-Hour Online Payments
  - Free 24-Hour Online Access to view your loan information
  - Monthly Statements
  - And much more...
- Q: How can I contact MFM to get information concerning the servicing of my mortgage account?**
- A:** Find answers to general service questions such as payment information, tax payments, insurance payments, ACH, etc. by contacting 1.866.636.1052, email [servicing@memberfirstmortgage.com](mailto:servicing@memberfirstmortgage.com) or send any **correspondence** to the following address:
- Member First Mortgage, LLC  
616 44th St SE  
Grand Rapids, MI 49548**
- \*\*\*Please note the correspondence address is different than the payment mailing address\*\*\***
- Q: Will my mortgage loan number change?**
- A:** Yes, you will be assigned a new loan number. The new loan number is indicated on the Notice of Assignment, Sale or Transfer of Servicing Rights letter that members received along with this letter. Your new loan number is located at the top of the letter.
- Q: Will any of the terms of my mortgage change?**
- A:** No, the mortgage will continue to be serviced under the original and/or current terms.
- Q: Do I need to change the Mortgagee Clause on my Homeowner Insurance Policy?**
- A:** Yes. Please contact your agent to provide a copy of the policy effective June 01, 2024, as well as confirm the Mortgagee Clause listed on your policy reads:
- MEMBER FIRST MORTGAGE, LLC ISAOA/ATIMA  
PO BOX 3216  
CARMEL, IN 46082**

You may send a copy of the policy to the attention of the Escrow Department at [escrow@memberfirstmortgage.com](mailto:escrow@memberfirstmortgage.com), FAX # 616.588.9760, or mail to the above address promptly.

### **Payment Options**

- Q: My payment is currently deducted from my account automatically. What do I need to do to continue automatic payments?**
- A: MFM offers the ability to have your monthly payments taken directly from your account via ACH. Included with this letter is a form that must be completed if you wish to sign up for this service. Upon conversion, all prior automatic deductions set up with **Workers Federal Credit Union** will be stopped. If you wish To continue automatic payment deductions, complete the enclosed ACH form and return to MFM, or the ACH form can be completed online starting **June 05, 2024** at [www.memberfirstmortgage.com](http://www.memberfirstmortgage.com).
- Q: Can I make my payment online?**
- A: To enroll, visit the MFM website at [www.memberfirstmortgage.com](http://www.memberfirstmortgage.com). Select "My Account", click "Register" and fill out the information on the screen that appears. Once you have Completed the sign-up process, MFM will notify you of enrollment by email and you can then begin using this service. To make a payment: Select "My Account", login and follow the instructions to make your payment after **June 05, 2024**.
- Q: Where should I begin mailing my payments?**
- A: Effective with your June 01, 2024, payment, the new **payment mailing address** is:
- Member First Mortgage, LLC  
Dept. #771502  
Detroit, MI 48277-1502**
- Q: Can I make my payment over the phone?**
- A: Starting **June 01, 2024**, A payment can be processed over the phone by speaking with our Member Service team or by using the Automatic Phone Payment System. When you call 1.866.636.1052, have the following information available: Loan Number, ABA/Routing Number, Checking or Savings Account Number, Debit Card, and amount of your payment (fees may apply).
- Q: My payment is currently made through a Bill Pay service. What do I need to do?**
- A: Update your Bill Pay Service with your new loan number and the new payment mailing address so your payment is credited appropriately, and without delay.

### **Statements**

- Q: How can I get a copy of an old statement that was generated prior to the servicing transfer?**
- A: Contact **Workers Federal Credit Union** for statements Beginning of year until day before June 01, 2024. Contact **MFM** for statements after **June 01, 2024**.
- Q: What if I don't receive my July mortgage statement?**
- A: Member First Mortgage, LLC generates monthly Mortgage Statements on or before the tenth of each month. If you do not receive your Monthly statement for **July**, please call MFM at 1.866.636.1052, or email us at [servicing@memberfirstmortgage.com](mailto:servicing@memberfirstmortgage.com).
- Q: At the end of 2024, will I receive more than one mortgage tax and interest statement (Form 1098)?**
- A: Yes, **Workers Federal Credit Union**, will supply you with a 1098 statement from beginning of year **January 1<sup>st</sup>, 2024**, to **May 31, 2024**. MFM will supply you with a 1098 statement from **June 01, 2024**, to end of year **December 31<sup>st</sup>, 2024**.