## 1. Get Started

## 1.1 Enroll at myReverseAccount.com®

If you are not already using myReverseAccount.com® to access your reverse mortgage loan account, <u>Enroll Now</u>. It's simple, secure and free to setup an online account and gain access to your reverse mortgage details. Once enrolled, you can return as often as you wish and simply log in to your account using your personal User ID and secure Password. This User Guide is proprietary and confidential - Do not duplicate or distribute.

- 1. Type <u>www.myReverseAccount.com</u> in your web browser and click Enter
- 2. Click the **Register Now** button in the Login section of the Welcome page

	REGISTER
	COUNT MY STATEMENTS DOWNLOAD FORMS
Welcome to myReverseAccount.com providing you direct access to your reverse mortgage account where you can review your monthly statements, download advance request forms, check your loan balance and verify transactions at your convenience from this self-service portal. If you have not already registered at myReverseAccount.com, Register Now. It's secure, easy and free to setup your self- service account and access your reverse mortgage account details. Once registered, you can log in to your reverse account using your personal Email and secure Password as often as you like	Welcome to your Reverse Mortgage Self-Service Customer Portal.  Email  Password  Remember me?  Log In  Forgot your password?  Register Nowl

**myReverseAccount** 

- 3. Enter your **First** and **Last Name** as they appear in your loan documents.
- 4. Enter your Date of Birth
- 5. Enter the last 4 digits of your SSN.
- 6. Enter your Loan Skey. For help locating this information, refer to the instructions on the right side of the page.
- Choose to proceed using your Loan Number or your Loan Skey and click the corresponding radio button
- 8. Click Continue

Register Treate a new account in 3 e	asy steps!		Have a question?     What if I don't know my Loan Skey?     Your Loan Skey is a unique loan
STEP 1 Verfly your account.	E STEP 2 Security questions.	STEP 3 Setup Email and Password.	Identification number that can be found in the bottom fet corner- any of your Monthly Statements
👍 Enter the follow	ving information exactly as it appears on Last Name	your Loan Documents	
Date of Birth			
mm/dd/yyyy			
mm/dd/yyyy 🛱 SSN (Last 4 Digits) Lean Skey			-



- 9. Select **TWO Security Questions** and enter your answers
- 10. Click **Continue**



- 11. Enter your **Email** address (Note: Your new account information will be emailed to you upon completing your registration)
- 12. Create a **Password** that you can easily remember but others cannot easily guess. Passwords must be at least 8 characters long, contain a special character (#!\$ etc..) and at least one uppercase letter
- 13. Retype your **Password** to Confirm.
- 14. Click on the check box beneath your password confirmation to read the **Terms** and **Conditions** of myReverseAccount.com®. On the bottom of the page, you will have the option to "Agree to the Terms and Conditions" of the site. You may, however, choose to click "Close" if you do not want to continue with the registration process.
- 15. Click Register to generate your Welcome Email
- 16. IMPORTANT: Check your email for the Welcome Email from myReverseAccount.com®. and <u>click the link to authenticate</u> and complete your registration. You have now successfully setup your account with myReverseAccount.com®



## **myReverseAccount**

Welcome to myReverseAccount.com!

You have successfully setup your personal user account at myReverseAccount.com

Please confirm your account by <u>clicking here</u>.

myReverseAccount.com provides the following content and services:

- Manage and update your myReverseAccount.com Profile
- Check your Loan Balance & Activity
- Review/Download your monthly statements
   Download Forms associated with your account
- Contact Customer Service
- Get Answers to frequently asked questions

Login to your account at any time at myReverseAccount.com.

Sincerely, Customer Service <u>CustomerService@reversetg.com</u> <u>myReverseAccount.com</u>

