

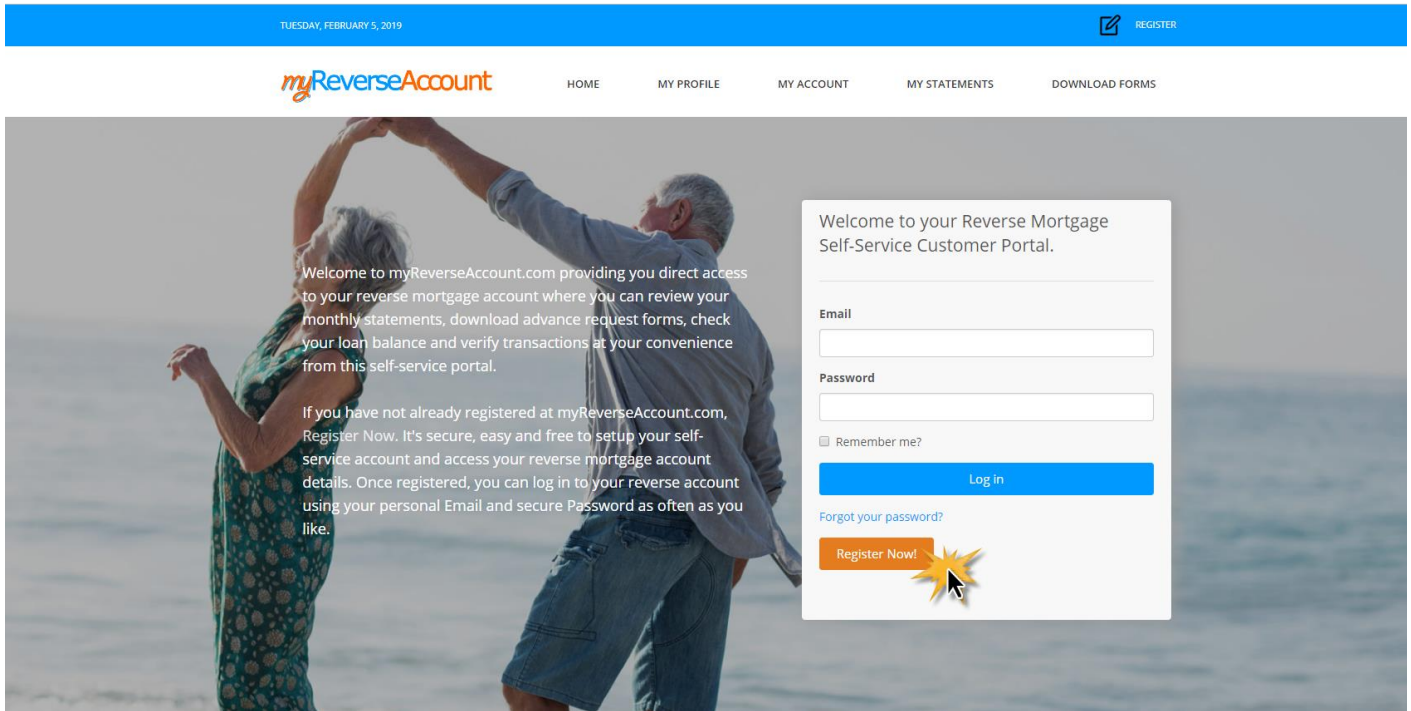
Get Started

1. Get Started

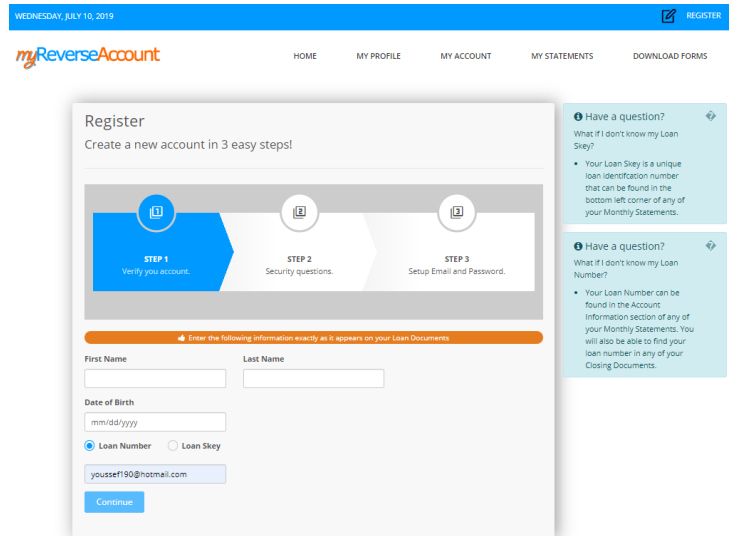
1.1 Enroll at myReverseAccount.com®

If you are not already using myReverseAccount.com® to access your reverse mortgage loan account, Enroll Now. 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 www.myReverseAccount.com in your web browser and click Enter
2. Click the **Register Now** button in the Login section of the Welcome page



3. Enter your loan **Identification Information** (Please have either your Loan Skey or Loan Number available). For help locating this information, refer to the instructions on the right side of the page.
4. Enter your **First** and **Last Name** as they appear in your loan documents.
5. Enter your **Date of Birth**
6. Choose to proceed using your Loan Number or your Loan Skey and click the corresponding radio button
7. Click **Continue**



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

The screenshot shows the registration process at myReverseAccount.com. The page title is "Register" and the subtitle is "Create a new account in 3 easy steps!". A progress bar at the top indicates three steps: Step 1 (Verify you account), Step 2 (Security questions), and Step 3 (Setup Email and Password). Step 2 is currently active. Below the progress bar, there are two "Security question" sections. Each section has a dropdown menu for "Select a question" and a text input field for "Answer". A "Continue" button is located at the bottom of the form. The page header includes the date "TUESDAY, FEBRUARY 5, 2019" and the myReverseAccount logo, along with navigation links for HOME, MY PROFILE, MY ACCOUNT, MY STATEMENTS, and DOWNLOAD FORMS.

10. Enter your **Email** address (*Note: Your new account information will be emailed to you upon completing your registration*)
11. 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**

The screenshot shows the registration process at myReverseAccount.com, Step 3: Setup Email and Password. The page title is "Register" and the subtitle is "Create a new account in 3 easy steps!". A progress bar at the top indicates three steps: Step 1 (Verify you account), Step 2 (Security questions), and Step 3 (Setup Email and Password). Step 3 is currently active. Below the progress bar, there are three input fields: "Email", "Password", and "Confirm password". There is a checkbox for "Agree to Terms and Conditions" and a "Register" button. A "Close" button is also visible. The page header includes the date "TUESDAY, FEBRUARY 5, 2019" and the myReverseAccount logo, along with navigation links for HOME, MY PROFILE, MY ACCOUNT, MY STATEMENTS, and DOWNLOAD FORMS. A small inset window on the right side of the page shows a preview of the Terms and Conditions document.

12. Retype your **Password** to Confirm.
13. 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.

14. Click **Register** to generate your Welcome Email
15. **IMPORTANT:** Check your email for the **Welcome Email** from myReverseAccount.com®. and **click the link to authenticate** and complete your registration. You have now successfully setup your account with myReverseAccount.com®

The screenshot shows the "Welcome to myReverseAccount.com!" email. The email content includes: "Welcome to myReverseAccount.com!", "You have successfully setup your personal user account at myReverseAccount.com.", "Please confirm your account by [clicking here](#).", "myReverseAccount.com provides the following content and services:", a bulleted list of 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", and "Get Answers to frequently asked questions". At the bottom, it says "Login to your account at any time at [myReverseAccount.com](#)." and "Sincerely, Customer Service" with the email address "CustomerService@reversetg.com" and the website "myReverseAccount.com".