

# myTrustmarkMortgage

## User Guide

Access your mortgage loan information and make payments 24/7  
[trustmark.com/mytrustmarkmortgage](https://trustmark.com/mytrustmarkmortgage)

### Features & Benefits

- User-friendly account dashboard
- Online payment options
- Detailed mortgage loan information
- Electronic delivery of monthly statements
- Account access on mobile devices
- Ability to view all of your Trustmark mortgage loans in one place



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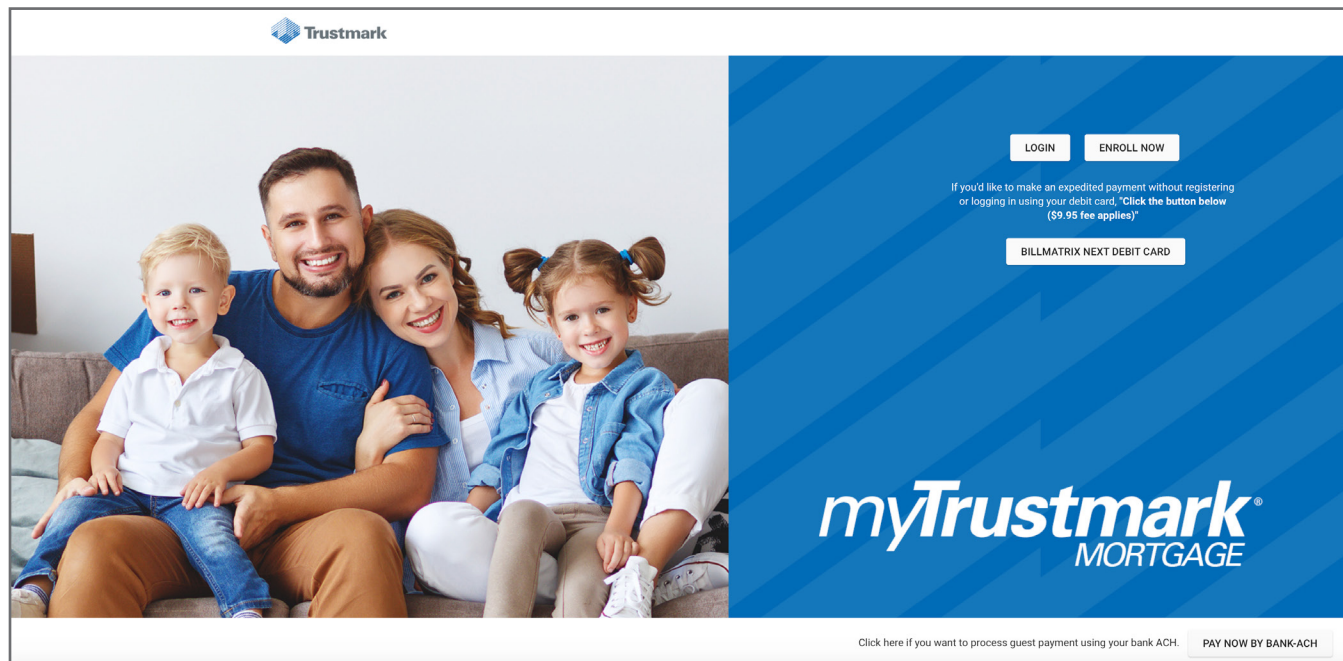
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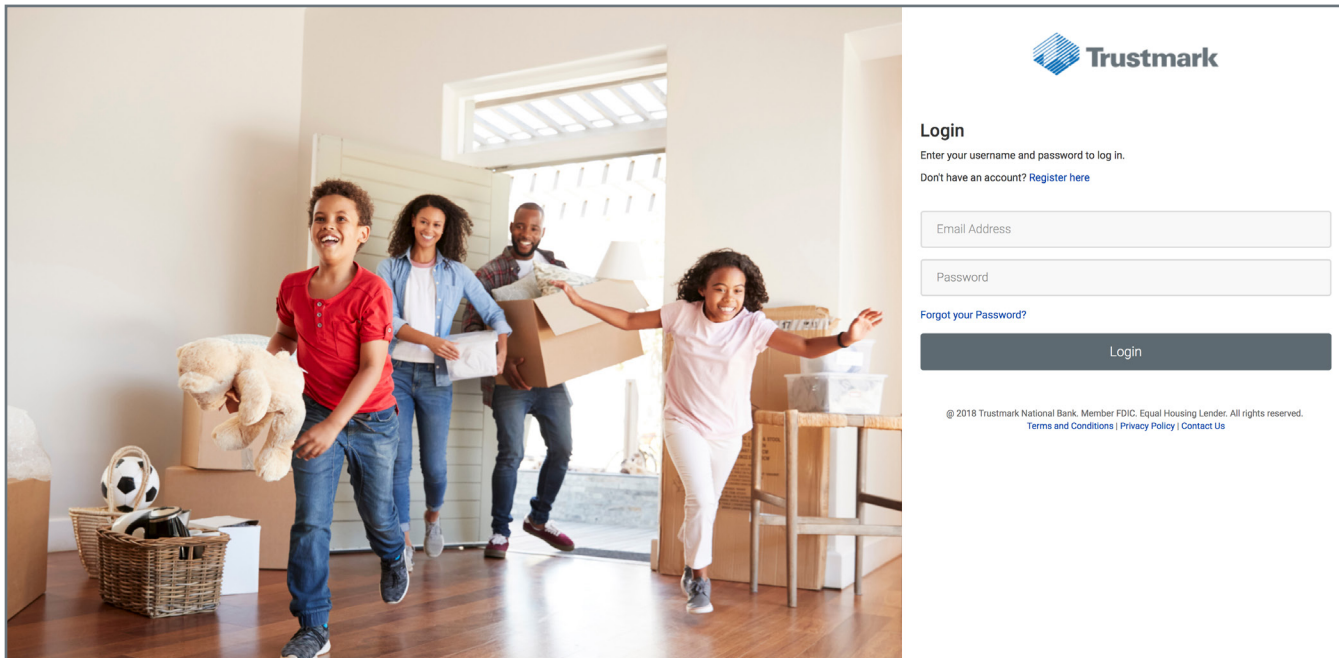
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### Login or Enroll in myTrustmarkMortgage.

- Select **Login** if you have a username and password already established within myTrustmarkMortgage.
- Select **Enroll Now** to set up your username and password by following these steps:
  - On the **Register** page, enter your first and last name and your email address.
  - Click the **I'm not a robot** box.
  - Click the **Next** button.
  - Create and verify your **Password**.
  - Click the **Terms and Conditions** link and review the document.
  - Click the **I have read and accept the Terms and Conditions** box, if you agree.
  - Click the **Register** button.
    - Check your email for an **Account Created** message.
    - Click the **Please click here to confirm your email address** link or copy it into your browser address bar.
    - Type your password in the **Confirm Password** box and complete the security questions.
      - Select a security question, type the answer in the **Answer** box, and then click **Add**.
    - After completing the security questions, click the **Complete Registration** button.

You are now ready to add your loan to your myTrustmarkMortgage account.



**Login to myTrustmarkMortgage.**

- Enter your username (your email address) and password.
- Click the **Login** button.

**Forgot Your Password?**

- Select **Forgot Your Password?** to reset your password.

**Need to Set Up Your Account?**

- Select **Register here** to establish your credentials.

# myTrustmarkMortgage

## My Profile Page

The screenshot shows the 'Accounts' section of the myTrustmarkMortgage website. At the top, there is a navigation bar with the Trustmark logo, 'Accounts', and 'Help Center'. A user profile icon in the top right corner is circled in blue, with the text 'Hi CarrietestII' next to it. Below the navigation bar is a blue header with the word 'Accounts'. The main content area displays three mortgage accounts in a grid. Each account card includes the address, account number, and payment status. The first account is for 840 CHEYENNE DRIVE, WARRIOR, AL 35180, with account number AC... 1789 (Past Due). The next payment is \$724.18 due on 06/01/2018, and the last payment was \$714.00 on 05/04/2018. A 'Pay Now' button is visible. The second account is for 204 EARNESTINE RD, BYRAM, MS 39272, with account number AC... 2993 (Past Due). The last payment was \$988.00 on 04/30/2018. The third account is for 607 CYPRESS ST, GREENWOOD, MS 38930, with account number AC... 4647 (Past Due). Each account card also includes a 'VIEW DETAIL' link and a disclaimer: '\* The amount and date are subject to change'.

### Account Overview

- Click your name in the right upper corner to view your account information.

The screenshot shows the 'Account Overview' page on the Trustmark website. The Trustmark logo is at the top left. In the top right, it says 'Logged in as CarrietestII B. Dalton' and 'Logout'. A navigation menu on the left side lists various account management options: Change Email, Change Password, Change Mobile, Account Settings & Privacy, Security Questions, My Activity, Two-Factor Authentication, Account Preferences, Language Preferences, Time Zone Preferences, and Close My Account. At the bottom of the menu, there is a copyright notice: '@ 2018 Trustmark National Bank. Member FDIC. Equal Housing Lender. All rights reserved. Terms and Conditions | Privacy Policy | Contact Us'. The main content area is titled 'Account Overview' and contains a form for managing profile information. The form includes a heading 'Manage this basic profile information to make it easier to get in touch.' and several fields: Name (CarrietestII B Dalton), Email (carrie.dalton@fiserv.com), Password (Last changed: May 22, 03:38 PM), and Phone (+19049824100). Each field has a right-pointing arrow indicating it can be edited.

### Manage your account.

- Use the navigation panel on the left side of the page to update/change your account information.

Trustmark

Logged in as Carrietestll B. Dalton Logout

Account Overview

Change Email

Change Password

Change Mobile

Account Settings & Privacy

Security Questions

My Activity

Two-Factor Authentication

Account Preferences

Language Preferences

Time Zone Preferences

Close My Account

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### Change Email

To change the email address on your login account, please enter your new email address and select "Send Confirmation Email". An email to confirm the change will be sent to both your previous and new email address.

carrie.dalton@fiserv.com

Send confirmation email

### Change your email address.

- Enter the email address you would like to have associated with your account.
- Click the **Send confirmation email** button to confirm the change.



Trustmark

Logged in as Carrietestll B. Dalton Logout

Account Overview

Change Email

**Change Password**

Change Mobile

Account Settings & Privacy

Security Questions

My Activity

Two-Factor Authentication

Account Preferences

Language Preferences

Time Zone Preferences

Close My Account

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### Change Password

To change your password, please enter your existing password, a new password and confirm your new password.

Current Password

New Password

Confirm New Password

Change Password

Your password must contain:

- ✘ 8 character(s)
- ✘ 1 lowercase character(s)
- ✘ 1 uppercase character(s)
- ✘ 1 digit(s)
- ✘ 1 special characters

### Change your account password.

- Enter your current password in the **Current Password** field.
- Enter a new password in the **New Password** field.
- Enter the new password in the **Confirm New Password** field.
- Click the **Send confirmation email** button to confirm the change.

The screenshot displays the Trustmark user interface for changing a mobile phone number. At the top, the Trustmark logo is visible on the left, and the user is logged in as 'Carrietestll B. Dalton' on the right. A sidebar on the left lists various account management options, with 'Change Mobile' highlighted. The main content area is titled 'Change Mobile' and includes a prompt: 'Please enter or change your mobile phone number below'. Below this is a text input field containing a phone number with a country code dropdown set to the United States and the number '(904) 982-4100'. Underneath the input field are two dark grey buttons: 'Save' and 'Delete'. At the bottom left of the sidebar, there is a copyright notice: '© 2018 Trustmark National Bank. Member FDIC. Equal Housing Lender. All rights reserved. Terms and Conditions | Privacy Policy | Contact Us'.

### Change your mobile phone number.

- Enter your mobile phone number in the *Mobile Phone Number* field.
- Click **Save** to save the number to your account or **Delete** to remove the number from your account.



# myTrustmarkMortgage

## Change Account Settings & Privacy Page

The screenshot shows the Trustmark website interface. At the top, the Trustmark logo is on the left, and the user is logged in as Carriestell B. Dalton with a Logout button on the right. A left-hand navigation menu includes options like Account Overview, Change Email, Change Password, Change Mobile, Account Settings & Privacy (highlighted), Security Questions, My Activity, Two-Factor Authentication, Account Preferences, Language Preferences, Time Zone Preferences, and Close My Account. The main content area is titled 'Account Settings & Privacy' and 'Security Settings'. It contains a text box explaining Two-Factor Authentication and a table of settings.

Setting	Value	Action
Security Questions	4 Security Questions on profile	>
Password	Last changed: May 22, 03:38 PM	>
Sessions	1 session(s) opened	>
Two-Factor Authentication	Current mode: Text Message	>

### Edit your Security Settings.

- Edit your Security Settings by selecting the **arrow** that corresponds with the setting you would like to change.

# myTrustmarkMortgage

## Change Security Questions and Answers Page

The screenshot displays the Trustmark user interface for managing security questions. At the top, the Trustmark logo is visible, and the user is logged in as Carrietestll B. Dalton. The page title is 'Change Security Questions and Answers'. A sidebar on the left contains navigation options: Account Overview, Change Email, Change Password, Change Mobile, Account Settings & Privacy (selected), Security Questions (selected), My Activity, Two-Factor Authentication, Account Preferences, Language Preferences, Time Zone Preferences, and Close My Account. The main content area features a table of existing security questions:

Question(s) Selected	Action
Who was your childhood hero?	<button>Remove</button>
What is your favorite dessert?	<button>Remove</button>
What is your favorite movie?	<button>Remove</button>
In what city do you want to retire?	<button>Remove</button>

Below the table is the 'Add Security Question' section, which includes a dropdown menu for selecting a question, a text input field for the answer, and a 'Set Question and Answer' button.

### Edit your Security Questions and Answers.

Edit your Security Settings and Answers by removing or adding questions and answers.

- Click the **Remove** button to delete a question from your account.
- Click the **drop down arrow** in the Add Security Question section to add a new security question.
  - Enter the answer in the **Answer** field.
  - Click the **Set Question and Answer** button to add this information to your account.

Trustmark

Logged in as Carriestell B. Dalton Logout

Account Overview

Change Email

Change Password

Change Mobile

Account Settings & Privacy

Security Questions

**My Activity**

Two-Factor Authentication

Account Preferences

Language Preferences

Time Zone Preferences

Close My Account

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**Account Settings & Privacy**

### My Activity

Devices that have been active on your account in the last 28 days, or are currently signed in.

#### Remembered devices

You can remove all the devices you have remembered previously during authentication by clicking the following button.

**Forget all your devices**

#### Recently used devices

Devices that have been active on your account in the last 28 days, or are currently signed in.

	Windows	Current
	Windows	Lake Mary, United States - June 19, 03:49 PM
	Windows	???, ??? - June 19, 02:24 PM
	Windows	Bolingbrook, United States - June 14, 03:19 PM

## Monitor devices used to access your account.

View the devices that have been used to access your account over the last 28 days.

- Click the **Forget all your devices** button to remove all devices you have remembered previously during authentication.

# myTrustmarkMortgage

## Two-Factor Authentication Page

The screenshot shows the Trustmark website interface. At the top left is the Trustmark logo. At the top right, it says "Logged in as Carrietestll B. Dalton" with a user icon and a "Logout" link. A dark grey navigation bar contains "Account Settings & Privacy". On the left is a sidebar menu with options: Account Overview, Change Email, Change Password, Change Mobile, Account Settings & Privacy (highlighted), Security Questions, My Activity, Two-Factor Authentication (highlighted), Account Preferences, Language Preferences, Time Zone Preferences, and Close My Account. At the bottom of the sidebar is copyright information: "@ 2018 Trustmark National Bank. Member FDIC. Equal Housing Lender. All rights reserved. Terms and Conditions | Privacy Policy | Contact Us". The main content area is titled "Two-Factor Authentication" and includes a descriptive paragraph: "Two-Factor Authentication provides an additional layer of security to your login account. With Two-Factor Authentication, after entering your password, you'll be asked to enter a verification code sent to your email. The options below allow you to receive the verification code on your mobile device, or alternatively, to use certificates or an authenticator app." Below this are two toggleable settings: "Email" (currently OFF) with the email address "carrie.dalton@fiserv.com" and "Text message" (currently ON) with the phone number "(1904) 982-4100". A "Save" button is located at the bottom of the settings area.


### Add an additional layer of security to your account.

Receive a verification code via email or text to authenticate your login.

- Use the toggle buttons to **turn on/off** email or text messaging for two-factor authentication. The email address and mobile phone number associated with your account will be used for this communication process.
- Click the **Save** button to save your selection to your account.

# myTrustmarkMortgage

## Accounts Page

Accounts Help Center Hi CarrietestII

**Accounts**

Mortgage	VIEW DETAIL	Mortgage	VIEW DETAIL	Mortgage	VIEW DETAIL
840 CHEYENNE DRIVE, WARRIOR, AL 35180 AC... 1789 (Past Due)	<b>Pay Now</b>	204 EARNESTINE RD, BYRAM, MS 39272 AC... 2993 (Past Due)		607 CYPRESS ST, GREENWOOD, MS 38930 AC... 4647 (Past Due)	
Next Payment Amount and Date* <b>\$724.18</b> 06/01/2018		Last Payment Amount and Date <b>\$988.00</b> 04/30/2018			
Last Payment Amount and Date <b>\$714.00</b> 05/04/2018					
<i>* The amount and date are subject to change</i>		<i>* The amount and date are subject to change</i>		<i>* The amount and date are subject to change</i>	

### Select the mortgage loan you would like view.

- Click **View Detail** to review information regarding your mortgage loan.
- Click the **Pay Now** button to make a payment.

# myTrustmarkMortgage

## Account Details Page

**Trustmark** Accounts Help Center Hi Carriestill

Account Details AC... 1789 - 840 CHEYENNE DRIVE

**Mortgage**

840 CHEYENNE DRIVE,  
WARRIOR, AL 35180  
AC...1789 (Past Due)

Next Payment Amount and Date\*  
**\$724.18**  
06/01/2018 **Pay Now**

Last Payment Amount and Date  
**\$714.00**  
05/04/2018

\* The amount and date are subject to change

Remove account from login

Remaining Balance: \$102,499.15  
Escrow Balance: \$468.06 ⓘ  
Interest Rate: 4.5%

Original Loan Amount: \$118,278.00  
Origination Date: 02/18/2011  
Term: 360 Months  
Maturity Date: 03/2041  
Payment Cycle: Monthly

Account Details  
Payment History  
Statements  
One Time Payment  
Recurring Payment  
My Information  
Make a Request

Add New Account  
+

### Make a payment, add another loan to your account or view information.

- Click the **Pay Now** button to make a payment.
- Select **Add New Account** to add another mortgage loan to your *myTrustmarkMortgage* account.
- Click the **information icon** to view your escrow account payments.

Escrow Balance


**Hazard Insurance**  
\$1,303.00 paid on 01/25/2018 to LIBERTY MUTUAL INSURANCE

### Use the navigation panel to move through the system.

- Click any tab in the navigation panel on the right side of the screen to view various information regarding your mortgage loan.

# myTrustmarkMortgage


## Payment History Page

 [Accounts](#) [Help Center](#) Hi Carrietestll

**Payment History** AC... 1789 - 840 CHEYENNE DRIVE ▾

**Tax and Interest Summary** ^

<b>Taxes Paid YTD:</b>	\$0.00
<b>Taxes Paid Prior Year:</b>	\$0.00
<b>Interest Paid YTD:</b>	\$1,933.84
<b>Interest Paid Prior Year:</b>	\$5,119.29

From\* 03/24/2018 To\* 06/24/2018 [View](#) 

Date	Amount	Description	
05/04/2018	\$714.00	Payment	-
	\$214.13	Principal	
	\$385.17	Interest	
	\$114.70	Escrow	
04/20/2018	\$714.00	Payment	+

Account Details

**Payment History**

Statements

One Time Payment

Recurring Payment

My Information

Make a Request

### Use the calendar to select the payment history you would like to view.

- Enter the date range in the **From** and **To** fields.
- Click the **View** button to review the requested payment history.
- Use the **plus (+) and minus (-) icons** to expand or collapse payment history information.
- Select the **download icon** to download your payment history to your computer.




# myTrustmarkMortgage Statements Page

Trustmark Accounts Help Center

Statements AC... 6601 - 234 EASY STREET ▾

Billing Statement

 11/03/2016 - MONTHLY BILLING STATEMENT - PRINTED

myTrustmarkMortgage Settings Management

Access this link to change the settings of your:


- Paperless statement preference
- Another item to setup
- Miscellaneous item management

## Mortgage statements are available in PDF format.

- Click on the **PDF icon** to view your statement.
- On the Statements page, you may also elect to receive paperless eStatements by clicking on the **myTrustmarkMortgage Settings Management** link.

# myTrustmarkMortgage

## One Time Payment Page

 [Accounts](#) [Help Center](#) Hi CarriestII

**One Time Payment** AC... 1789 - 840 CHEYENNE DRIVE ▾


**Pending Payments**

Select Amount \*

<input checked="" type="checkbox"/> Pay Total Due \$2,532.43	<input type="checkbox"/> Pay Minimum Due \$724.18
---	--



\$ Additional Principal \$0.00      \$ Additional Escrow \$0.00

**\$2,532.43** is your payment amount which includes a **\$0.00** fee.

Payment Date \*  
06/25/2018 

Date must be between 06/25/2018 and 06/29/2018 NOTICE: Late charges are assessed on payments received after the grace period expiration.

Select wallet item for payment \*

- Carrie primary...6890 (Default) 
- Lainey Primary ...4433 
- NEW PAYMENT METHOD

\* Required Field

By clicking "Submit a Payment" button, you confirm that you have reviewed and agree to the [Terms & Conditions](#).

If you're making an additional principal/escrow payment please select total payment due and check the box below the amount to indicate the amount of the additional principal/escrow.

### Make a one time payment.


- Click the **drop down arrows** to select the **Payment Amount** to be paid.
- Enter the **Payment Date** or click the **calendar icon** to select the payment date.
- Click the **radio button** that corresponds with the **Wallet** from which the payment will be deducted.
- Click the **Submit a Payment** button to make your payment.

### Set up a new payment method.

- Click the **New Payment Method radio button** to add a new account to your wallet.
- Click the **trash can icon** to remove an account from your wallet.

# myTrustmarkMortgage

## Recurring Payment Page


 [Accounts](#) [Help Center](#) Hi CarrietestII

Recurring Payment AC... 1789 - 840 CHEYENNE DRIVE


**\$724.18** is your total Monthly recurring payment.


\$ Additional Principal  \$ Additional Escrow

Set My Payment Frequency  
Monthly  2nd

Start Payment On \*  
07/02/2018   
Payment must be started on the 2nd of the month and be at least 2 days from today

Select wallet item for payment\*

Carrie primary...6890 (Default) 

Lainey Primary ...4433 

NEW PAYMENT METHOD

\* Required Field

By clicking "Submit a Payment" button, you confirm that you have reviewed and agree to the [Terms & Conditions](#).

You must schedule your ACH payment a minimum of 2 days out.

**SCHEDULE RECURRING DRAFT**

Account Details  
Payment History  
Statements  
One Time Payment  
**Recurring Payment**  
My Information  
Make a Request

### Make a recurring payment.

- Select the **Payment Frequency** using the drop down arrows.
- Enter the **Payment Date** or click the **calendar icon** to select the payment date.
- Click the **radio button** that corresponds with the **Wallet** from which the payment will be deducted.
- Click the **Schedule Recurring Draft** button to set up your recurring payments.

### Set up a new payment method.

- Click the **New Payment Method radio button** to add a new account to your wallet.
- Click the **trash can icon** to remove an account from your wallet.

# myTrustmarkMortgage

## My Information Page

**Trustmark** Accounts Help Center Hi CarrietestII

**My Information** AC... 7641 - 4505 STATE BLVD

Collateral Information	
Address 1	4505 STATE BLVD
City	MERIDIAN
State	Mississippi
Zip Code	39307

Primary Borrower Information		Edit
Name	TONYA V PALMER	
SSN	XXX-XX-8887	
Email Address	carrie.dalton@fiserv.com	
Home Phone	601-604-4041	
Mobile Phone	574-339-0313	
Work Phone	601-483-9601	
Mailing Address 1	123 MAIN ST	
City	CHICAGO	
State	Illinois	
Zip Code	60490	

- Account Details
- Payment History
- Statements
- One Time Payment
- Recurring Payment
- My Information**
- Make a Request

### Edit Primary Borrower Information.

- Click the **Edit** option to update/change primary borrower information.

# myTrustmarkMortgage

## Make A Request Page

The screenshot displays the 'Make a Request' page on the Trustmark website. At the top, the Trustmark logo is on the left, and 'Accounts' and 'Help Center' are in the center. On the right, the user is logged in as 'Hi CarrietestII'. Below the navigation bar, there is a blue header with 'Make a Request' and a dropdown menu showing 'AC... 7641 - 4505 STATE BLVD'. The main content area features a dropdown menu labeled 'I want to request... \*'. A dropdown menu is open, showing the text 'Select from dropdown to request a:' followed by a list of options: 'Hardship Request', 'Hardship Status', and 'Payoff Request'. To the right of the main content area is a sidebar with a list of navigation links: 'Account Details', 'Payment History', 'Statements', 'One Time Payment', 'Recurring Payment', 'My Information', and 'Make a Request'.

### Submit a Hardship Request or a Payoff Request.

- Click the *drop down arrow* to select the type of request you would like to submit.

# myTrustmarkMortgage Hardship Request Page

Trustmark Accounts Help Center Hi CarrietestII

Make a Request AC... 1789 - 840 CHEYENNE DRIVE

I want to request... \*  
Hardship Request [Click here for help](#)

A hardship request can be made if certain conditions are met under varying Federal or State regulations. To begin the process, you must complete a request form and provide information about yourself, income, assets, and expenses.

You can start the process by selecting the Start New Request button below. If you have already started the process and need to complete it just select Hardship Request and it will pick back up where you left off.

If you have already submitted a hardship request you can check that status by selecting Hardship Status on the drop down menu.

Once you've reached the last page, submit the request by clicking the "Finish" button, you confirm that you have reviewed and agree to the [Terms & Conditions](#).

**START NEW REQUEST**

Account Details  
Payment History  
Statements  
One Time Payment  
Recurring Payment  
My Information  
**Make a Request**

## Submit a Hardship Request.

- Click the **Start New Request** button to begin the process. Follow the instructions provided on the Hardship Request Form.

# myTrustmarkMortgage

## Payoff Request Page

Trustmark Accounts Help Center Hi Carriestll

Make a Request AC... 1789 - 840 CHEYENNE DRIVE

I want to request...  
Payoff Request

A payoff will close your account with us. A payoff quote will be sent to you via the delivery option you select. The quote can then be used to complete the payoff process. This quote will be good for 30 days from the date of request.

How would you like to send your documents? These documents may be sent to you or another third party (IE your closing attorney)

By Mail By Fax By Email

By clicking the "Submit" button, you confirm that you have reviewed and agree to the [Terms & Conditions](#) you authorize Trustmark to send your payoff information to your closing agent or the party that you designated.

SUBMIT

Account Details  
Payment History  
Statements  
One Time Payment  
Recurring Payment  
My Information  
Make a Request

### Submit a Payoff Request.

- Your payoff request will be sent to your closing agent or party that you designate. Select the method by which you would like your documents to be delivered by clicking on the appropriate box:
  - **By Mail**
  - **By Fax**
  - **By Email**
- Click the **Submit** button.



The Help Center contains valuable information regarding mortgage loans. Access the Help Center from the Menu Bar at the top of the page.



Navigate the various Help Center topics by using the navigation panel on the right side of the page, or you can enter a topic in the search field.

**Trustmark** Accounts **Help Center** Hi CarrietestII

**Help Center - FAQs**

Search Anything from FAQs

**Payment Processing** [Expand All](#)


- What is the payment address for mailing my monthly mortgage payment? +
- What is the written address for written correspondence? +
- What is the overnight/Physical Address? +
- How will I be billed for my mortgage payment? +
- How does Trustmark handle automatic withdrawals? +
- Can I use my credit card to make a payment? +
- Can I send additional funds with my payment? +
- How can I pay off my loan more quickly? +
- If the check for my mortgage payment is returned for non-sufficient funds, will Trustmark process it a second time? +
- When is my mortgage payment considered late? +
- What is the late charge fee if my payment is late? +
- Can my monthly payment amount change? +

**Payoff** [Expand All](#)

- How can I order a Payoff Statement on my mortgage loan? +

**FAQs**

- Forms
- Glossary of Terms
- Hardship Options
- Determine If You Need Flood Insurance
- Lender-Placed Insurance / Force-Placed Insurance
- Mortgage Assumptions
- Mortgage Assistance Package
- HUD-Approved Counseling Agencies
- Consumer Education
- Hardest Hit Fund
- Payoff Request
- Payment Options
- Servicemembers Civil Relief Act Benefits (SCRA) for Military Personnel
- New Home Purchase or Refinance


Accounts [Help Center](#)
Hi CarrietestII

[Help Center - Forms](#)

Third Party Authorization Form - Payoff and or Document Request	
Loss Mitigation - Third Party Authorization Form	
Monthly Auto Draft Application - Authorization	
Trustmark Mortgage Servicing - Email Change Form	
Mortgage Servicing - Mailing Address Change Form	

FAQs

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**Forms**

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Glossary of Terms

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Hardship Options

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Determine If You Need Flood Insurance

---

Lender-Placed Insurance / Force-Placed Insurance

---

Mortgage Assumptions


Accounts [Help Center](#)
Hi CarrietestII

[Help Center - Glossary of Terms](#)

Search Anything from Glossary of Terms 🔍

# ^

**2nd Outstanding Principal:** The outstanding principal balance is the amount owed on your 2nd loan, if applicable, not including interest. If the balance is \$0, no amount will be shown.

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A ^

**Abstract of Title:** A written history of ownership to a specific area of land. An abstract of title covers the period from the original source of title to the present time and summarizes all subsequent documents that have been recorded against that area.

**Acceleration Clause:** Provision in a mortgage that allows the lender to demand payment of the entire principal balance if a monthly payment is missed or some other default occurs.

**ACH (Automatic Clearing House):** Electronic system that debits an authorized bank account and electronically transfers funds scheduled for remittance.

**Acquisition Costs:** Costs of acquiring property other than purchase price, for example, attorney fees, title insurance, and lender's fees.

**Acquisition Loan:** See Land Acquisition Loan.

FAQs

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Forms

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**Glossary of Terms**

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Hardship Options

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Determine If You Need Flood Insurance

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Lender-Placed Insurance / Force-Placed Insurance

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Mortgage Assumptions

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Mortgage Assistance Package

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HUD-Approved Counseling Agencies

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Consumer Education

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Hardest Hit Fund