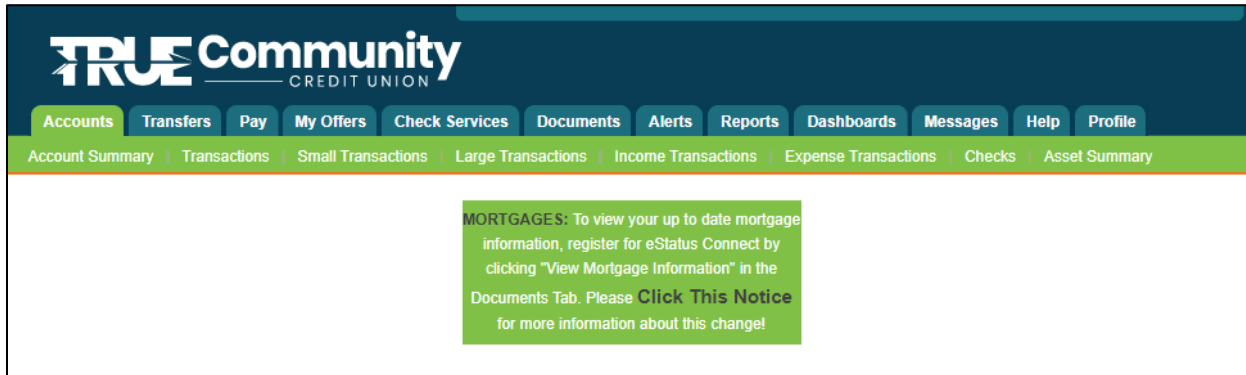


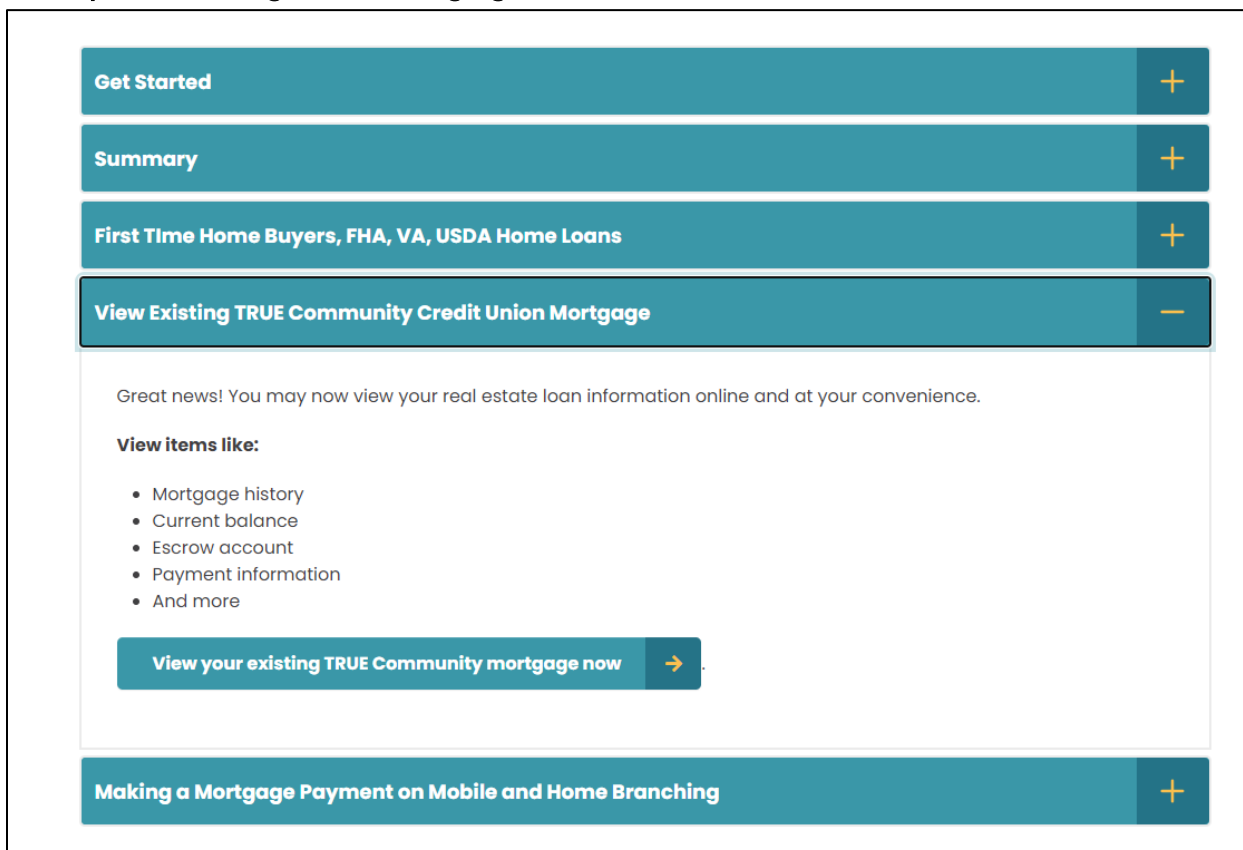
eStatus Connect – HOW TO

eStatus Connect can be accessed through online banking by selecting the banner found on the main page when first logging in.



You can also access eStatus Connect by going TRUECCU.com and select Loans and then select Home Mortgage Loans.

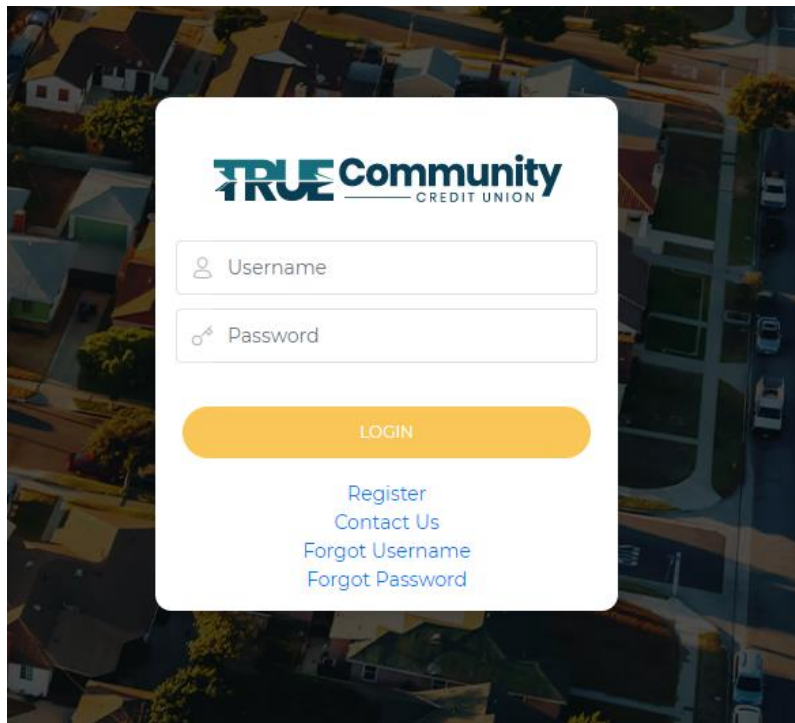
Once you are on this page select View existing TRUE Community mortgage, then select View your existing TRUE Mortgage now.



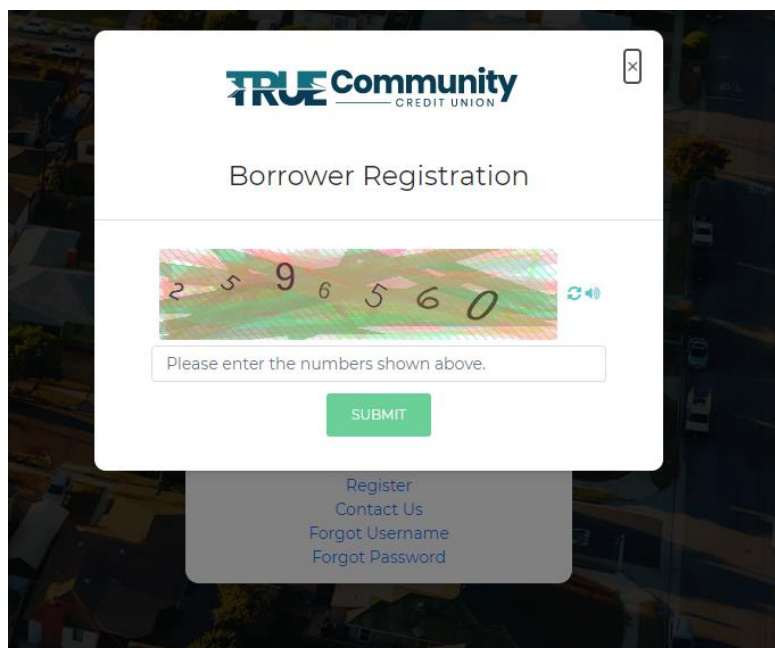
This will open another web page and you will see this login screen.

If you have already registered, you can login at this point.

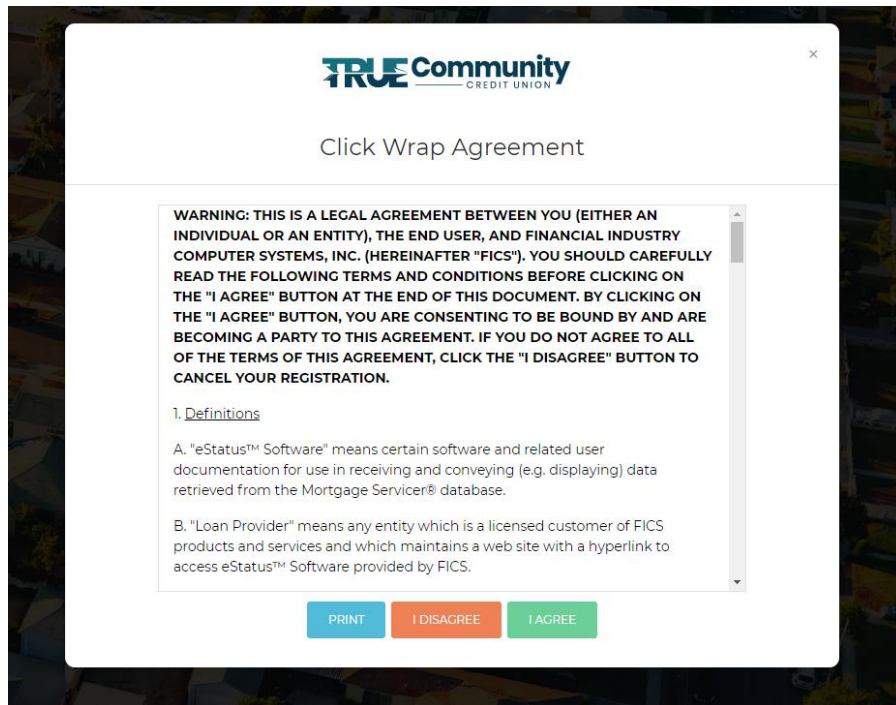
If you have not registered for eStatus Connect, you will need to **select the register button**.

The image shows a login screen for TRUE Community Credit Union. The background is a dark, aerial view of a residential neighborhood. In the center, there is a white rounded rectangle containing the login form. At the top of this rectangle is the TRUE Community Credit Union logo. Below the logo are two input fields: one for 'Username' with a person icon and one for 'Password' with a key icon. Below these fields is a large orange 'LOGIN' button. Underneath the button are four links: 'Register', 'Contact Us', 'Forgot Username', and 'Forgot Password'.

When you select register, you will have to verify you are not a robot and complete a captcha. Simply enter the numbers that appear on the screen and select submit.

The image shows the 'Borrower Registration' screen for TRUE Community Credit Union. The background is the same dark, aerial view of a residential neighborhood. In the center, there is a white rounded rectangle. At the top of this rectangle is the TRUE Community Credit Union logo and a close button (X). Below the logo is the title 'Borrower Registration'. Underneath the title is a captcha image showing a row of numbers: 2, 5, 9, 6, 5, 6, 0. Below the captcha image is a text input field with the placeholder text 'Please enter the numbers shown above.' and a green 'SUBMIT' button. At the bottom of the white rectangle, there are four links: 'Register', 'Contact Us', 'Forgot Username', and 'Forgot Password'.

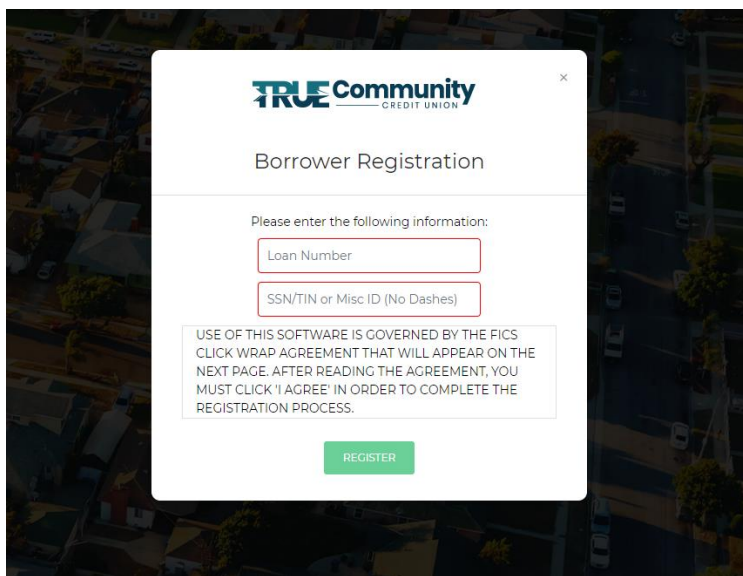
At this time, you will receive our agreement form. You will need to **select agree** before you can continue.



The screenshot shows a web browser window with the TRUE Community Credit Union logo at the top. Below the logo is the title "Click Wrap Agreement". The main content area contains a warning message: "WARNING: THIS IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR AN ENTITY), THE END USER, AND FINANCIAL INDUSTRY COMPUTER SYSTEMS, INC. (HEREINAFTER 'FICS'). YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE CLICKING ON THE 'I AGREE' BUTTON AT THE END OF THIS DOCUMENT. BY CLICKING ON THE 'I AGREE' BUTTON, YOU ARE CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE 'I DISAGREE' BUTTON TO CANCEL YOUR REGISTRATION." Below the warning is a section titled "1. Definitions" with two sub-sections: "A. 'eStatus™ Software' means certain software and related user documentation for use in receiving and conveying (e.g. displaying) data retrieved from the Mortgage Servicer® database." and "B. 'Loan Provider' means any entity which is a licensed customer of FICS products and services and which maintains a web site with a hyperlink to access eStatus™ Software provided by FICS." At the bottom of the form are three buttons: "PRINT" (blue), "I DISAGREE" (orange), and "I AGREE" (green).

At this time, you will need your loan number and the SSN of the primary on the loan.

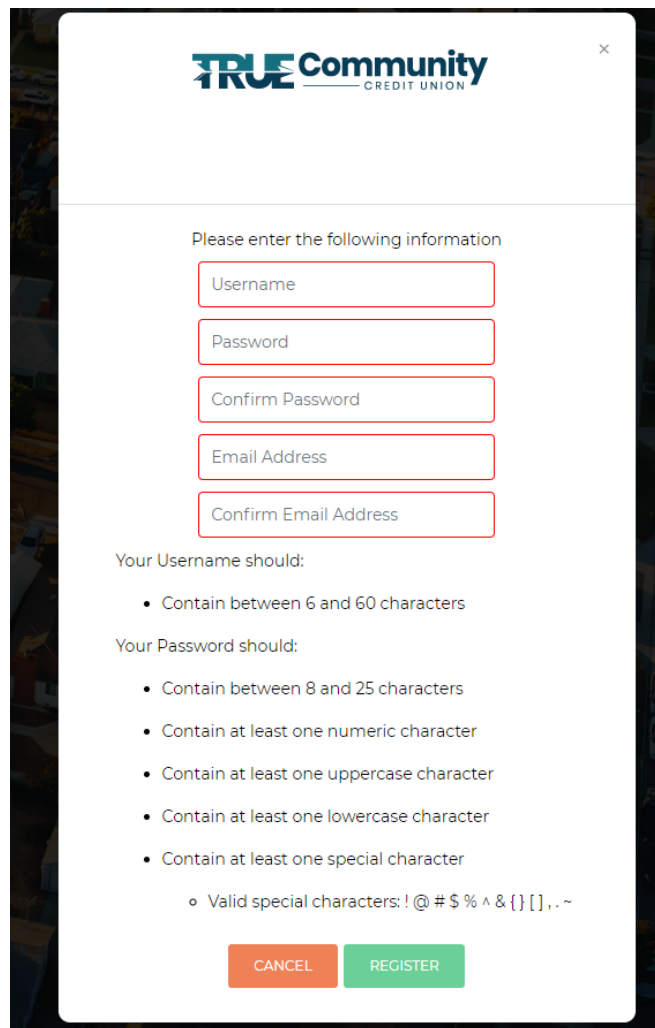
Your loan number will be your account number, if this is not your first mortgage with the credit union your number will have a 1 or a 2 at the end. This can also be found on your Mortgage Statement that is received monthly.



The screenshot shows a web browser window with the TRUE Community Credit Union logo at the top. Below the logo is the title "Borrower Registration". The main content area contains the text "Please enter the following information:" followed by two input fields: "Loan Number" and "SSN/TIN or Misc ID (No Dashes)". Below the input fields is a text box containing the following text: "USE OF THIS SOFTWARE IS GOVERNED BY THE FICS CLICK WRAP AGREEMENT THAT WILL APPEAR ON THE NEXT PAGE. AFTER READING THE AGREEMENT, YOU MUST CLICK 'I AGREE' IN ORDER TO COMPLETE THE REGISTRATION PROCESS." At the bottom of the form is a green button labeled "REGISTER".

You will **select register** and then choose a username, password and an email.

You must have an email that you can access.



The image shows a registration form for TRUE Community Credit Union. At the top is the logo with a close button (X). Below the logo, the text "Please enter the following information" is displayed. There are five input fields: "Username", "Password", "Confirm Password", "Email Address", and "Confirm Email Address". Below these fields, the requirements for the username and password are listed. The username requirements are: "Contain between 6 and 60 characters". The password requirements are: "Contain between 8 and 25 characters", "Contain at least one numeric character", "Contain at least one uppercase character", "Contain at least one lowercase character", and "Contain at least one special character". A list of valid special characters is provided: "Valid special characters: ! @ # \$ % ^ & { } [] , . ~". At the bottom are two buttons: "CANCEL" (orange) and "REGISTER" (green).

TRUE Community
CREDIT UNION

Please enter the following information

Username

Password

Confirm Password

Email Address

Confirm Email Address

Your Username should:

- Contain between 6 and 60 characters

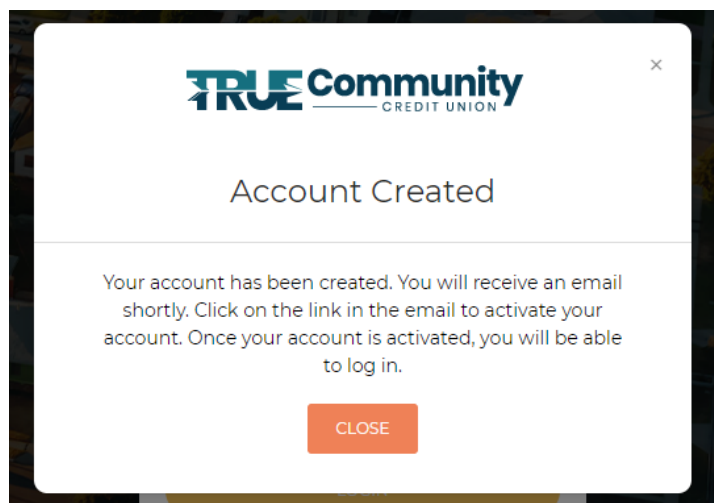
Your Password should:

- Contain between 8 and 25 characters
- Contain at least one numeric character
- Contain at least one uppercase character
- Contain at least one lowercase character
- Contain at least one special character

◦ Valid special characters: ! @ # \$ % ^ & { } [] , . ~

CANCEL REGISTER

Select **register** again, you will now see the following pop up.



The image shows a confirmation pop-up for TRUE Community Credit Union. At the top is the logo with a close button (X). Below the logo, the text "Account Created" is displayed. Below this, a message states: "Your account has been created. You will receive an email shortly. Click on the link in the email to activate your account. Once your account is activated, you will be able to log in." At the bottom is a "CLOSE" button (orange).

TRUE Community
CREDIT UNION

Account Created

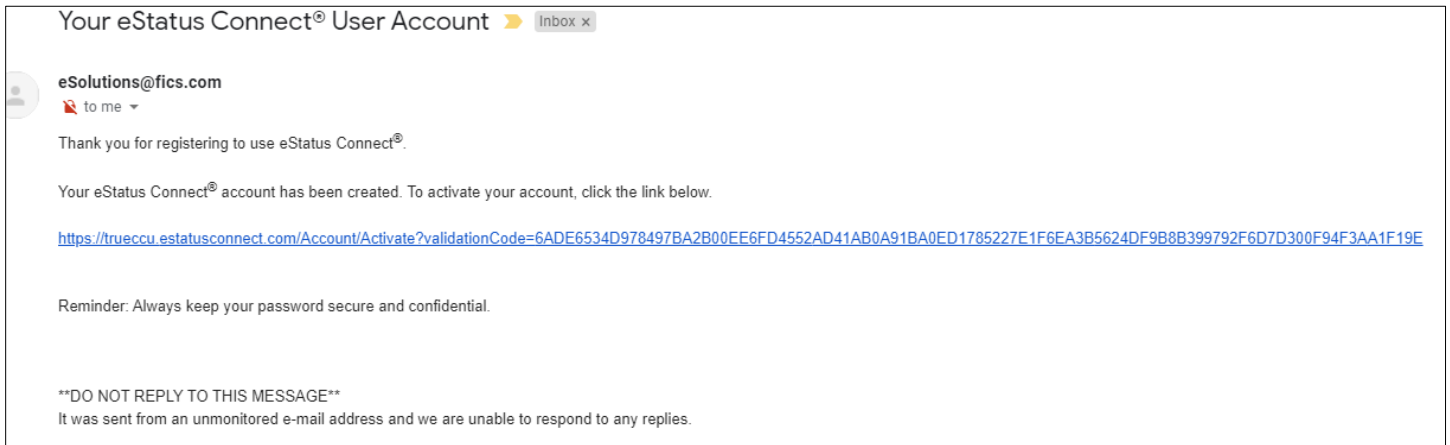
Your account has been created. You will receive an email shortly. Click on the link in the email to activate your account. Once your account is activated, you will be able to log in.

CLOSE

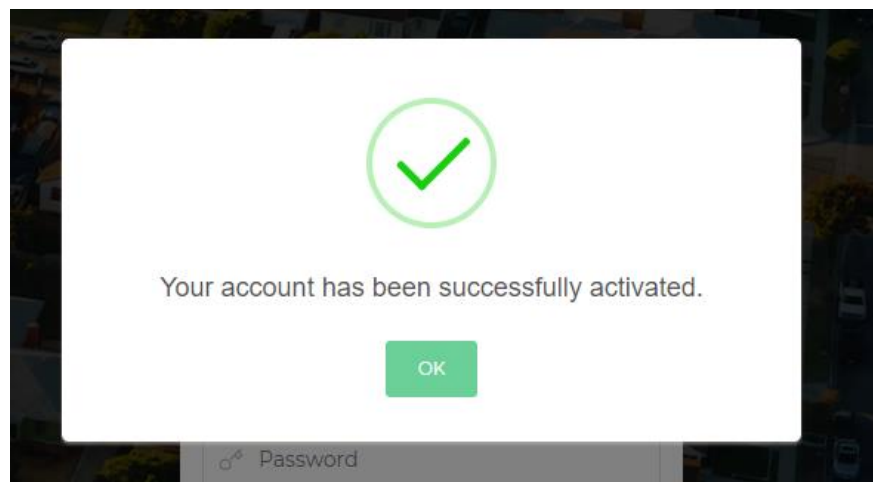
Once Registered you will need to activate your account.

You will need to check for an email from eSolutions@fics.com and **select the link to activate the account.** (Please be sure to check your Spam folders if you do not see the message).

Please Note: Some emails like Yahoo will not let the link be clickable therefore, if you have an email that will not allow the link to be clickable, you will need to copy and paste the link into your web browser.

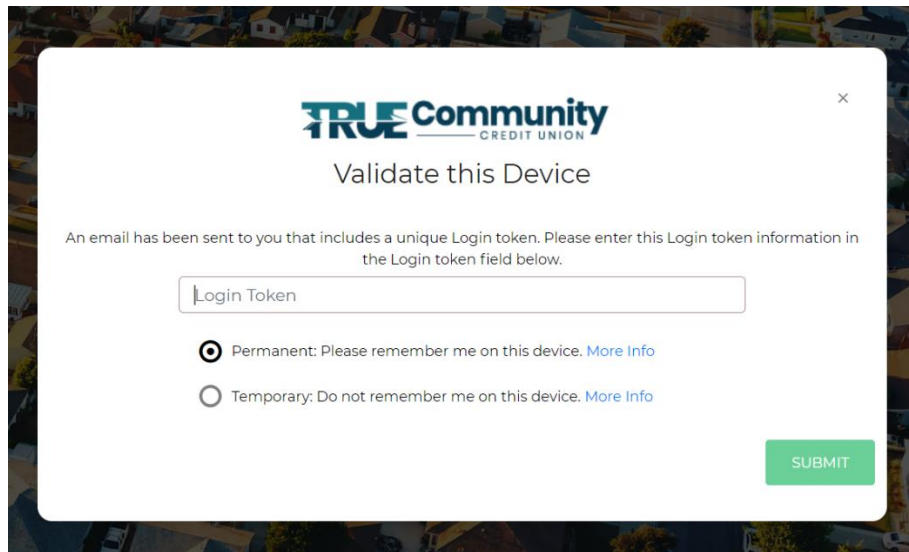


After you have clicked on the link or you have copied the link, you will see the following pop up.



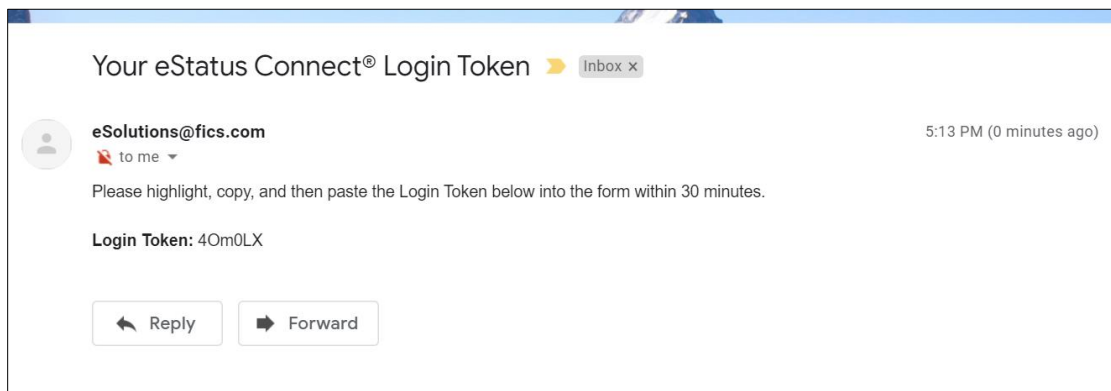
At this time, you will now have to login for the first time.

When you login for the first time or on a new device you will receive the following pop up about a Login Token.



A screenshot of a web browser showing a pop-up window from TRUE Community Credit Union. The window has a close button (X) in the top right corner. The title is "Validate this Device". Below the title, it says "An email has been sent to you that includes a unique Login token. Please enter this Login token information in the Login token field below." There is a text input field labeled "Login Token". Below the input field, there are two radio button options: "Permanent: Please remember me on this device. [More Info](#)" and "Temporary: Do not remember me on this device. [More Info](#)". At the bottom right of the pop-up is a green "SUBMIT" button.

Then you will need to go back to your email and copy and paste the login token.

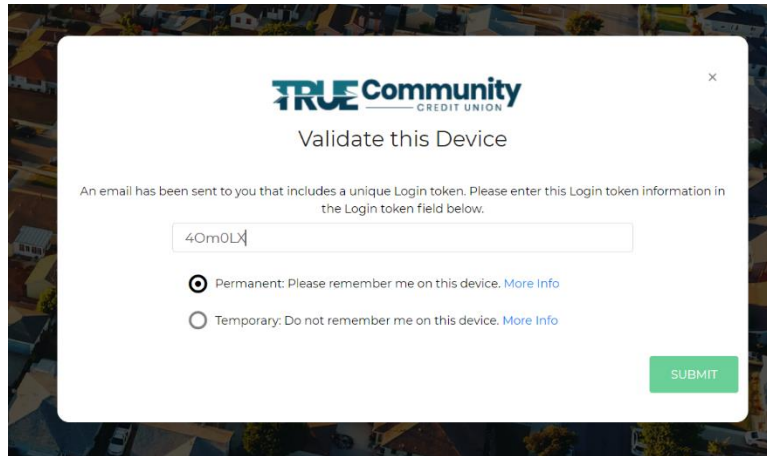


A screenshot of an email interface. The subject line is "Your eStatus Connect® Login Token" with a yellow envelope icon and an "Inbox x" button. The sender is "eSolutions@fics.com" with a profile icon and a "to me" dropdown. The timestamp is "5:13 PM (0 minutes ago)". The body text says "Please highlight, copy, and then paste the Login Token below into the form within 30 minutes." Below this, the "Login Token: 4Om0LX" is displayed. At the bottom, there are "Reply" and "Forward" buttons.

You will then be able to choose if you want eStatus Connect to permanently remember your device or if you only want it to be temporary.

Note: It will default to permanent.

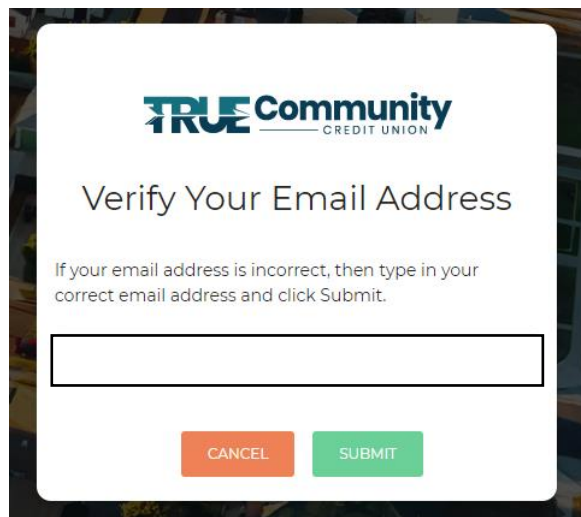
See example login Token below.



The screenshot shows a white pop-up window with the TRUE Community Credit Union logo at the top. The title is "Validate this Device". Below the title, it says "An email has been sent to you that includes a unique Login token. Please enter this Login token information in the Login token field below." There is a text input field containing the token "4Om0LX". Below the input field are two radio button options: "Permanent: Please remember me on this device. [More Info](#)" (which is selected) and "Temporary: Do not remember me on this device. [More Info](#)". A green "SUBMIT" button is located at the bottom right of the pop-up.

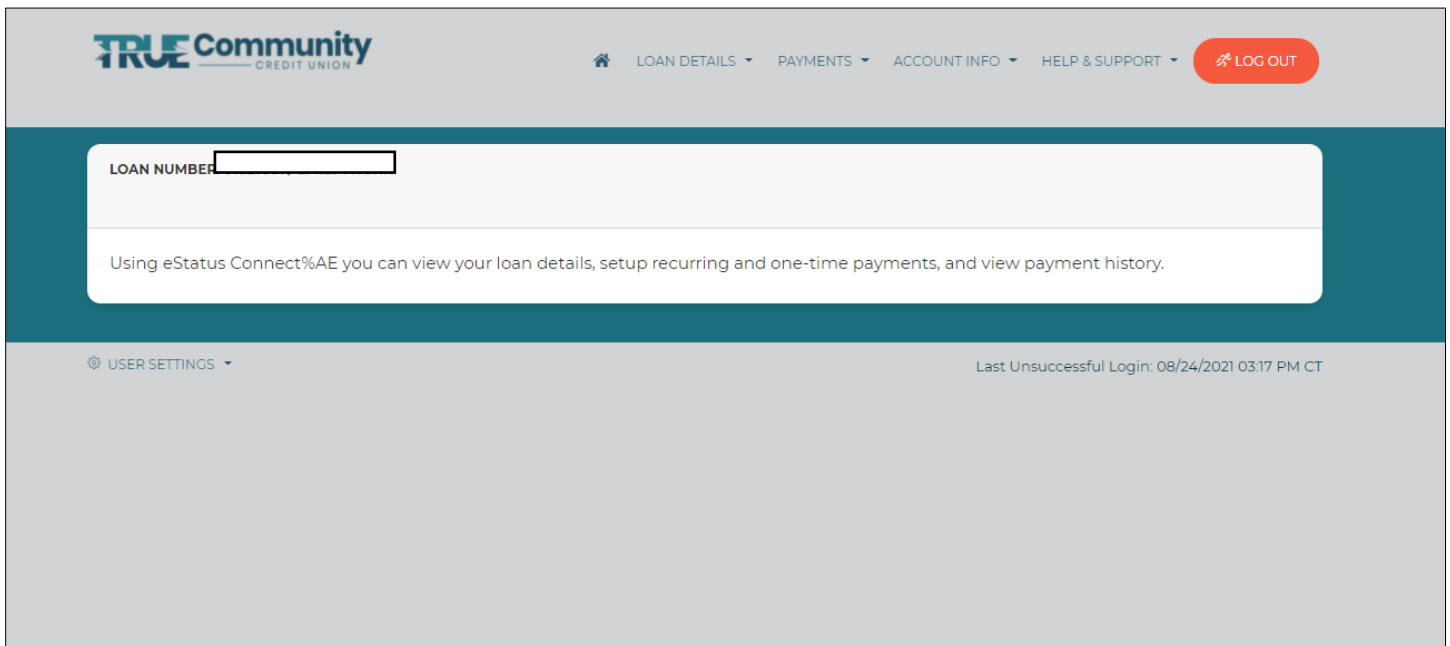
Once you have copied and pasted the token you will need to **select submit**.

If this is the first time you are logging in, you will receive the following pop up. At this time, you will need to verify the email is right and **select submit**.

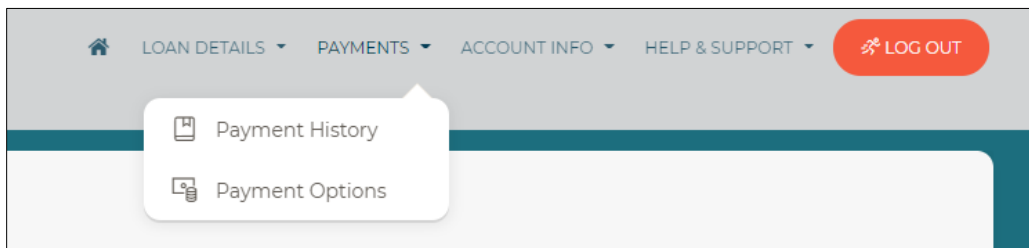


The screenshot shows a white pop-up window with the TRUE Community Credit Union logo at the top. The title is "Verify Your Email Address". Below the title, it says "If your email address is incorrect, then type in your correct email address and click Submit." There is a large text input field for the email address. At the bottom of the pop-up are two buttons: an orange "CANCEL" button and a green "SUBMIT" button.

Once you have logged in, you will see the home screen



To make a payment you will go to the payments tab at the top right and **select Payment Options.**



You will have to choose if you would like to set up and auto payment or if you would like to make a onetime payment.

The screenshot shows the 'Payment Options' page of the TRUE Community Credit Union website. At the top, there is a navigation bar with the logo, a home icon, and links for 'LOAN DETAILS', 'PAYMENTS', 'ACCOUNT INFO', 'HELP & SUPPORT', and a red 'LOG OUT' button. Below the navigation bar, there is a 'LOAN NUMBER:' label followed by an empty text input field. The main heading is 'Payment Options'. Below this, a message states: 'If you have questions about your payment, please call 517-784-7101 or message us at mortgage@trueccu.com.' There are two blue links: 'Auto Pay - Recurring Draft' with the instruction 'Click the link above to set up or review your Auto Pay Draft information.' and 'Auto Pay - One-time Payment' with the instruction 'Click the link above to make your payment online.' A status message at the bottom of the main content area says 'You currently have no payments waiting to be imported.' The footer contains a 'USER SETTINGS' link and a timestamp: 'Last Unsuccessful Login: 08/24/2021 03:17 PM CT'.

Whichever option you choose, you will have to **approve** before you can enter in any information.

You must accept the agreement before you will be able to proceed.

The screenshot shows the 'Authorization for One-time Payment' page of the TRUE Community Credit Union website. The navigation bar is identical to the previous screenshot. Below the 'LOAN NUMBER:' label and input field, the heading is 'Payment Options'. The main heading for this section is 'Authorization for One-time Payment'. The text reads: 'By clicking the "Approve" button, I hereby authorize TRUE Community Credit Union to initiate an electronic ACH debit from my checking or savings account.' followed by 'I understand that this is a one-time authorization and must be completed each time that I wish to make a payment.' A red instruction says 'Please print a copy of this to keep for your records.' At the bottom right, there are three buttons: 'BACK' (red), 'PRINT' (blue), and 'APPROVE' (green). The footer is identical to the previous screenshot, showing 'USER SETTINGS' and the timestamp 'Last Unsuccessful Login: 08/24/2021 03:17 PM CT'.

If you choose to set up an automatic payment, you will need to **select checking or savings and enter the routing & transit number and the account number you would like it to pull the funds from.** This will be an ACH transaction, the processing time is 1-2 business days.

You will then need to **choose the draft date** you would like the payment to come out. This will pull the payment the same day every month.

Select Next and then submit to finalize the payment.

Note: If you would like the payment to process immediately from your TRUECCU account, you will need to contact the mortgage department for an auto pay.

Please enter the following information and click Next to proceed.

Account Type:	<input type="text" value="Checking"/>	Required
Routing/Transit Number:	<input type="text" value="272481583"/>	Required Sample
Financial Institution:	CP FEDERAL CREDIT UNION	
Checking/Savings Acct Number:	<input type="text"/>	Required Sample
Payment Amount:	<input type="text"/>	
Additional Principal Amount	<input type="text" value="\$ 0.00"/>	
Additional T&I Amount	<input type="text" value="\$ 0.00"/>	
Unapplied Amount:	<input type="text" value="\$0.00"/>	
Fee Amount:	<input type="text" value="\$0.00"/>	
Total Payment:	<input type="text"/>	
Due Date of Next Payment:	<input type="text" value="09/01/2021"/>	
Next Draft Date:	<input type="text" value="09/01/2021"/>	Required

Please review the "Due Date of Next Payment" prior to continuing.

[CANCEL](#) [PRINT](#) [NEXT](#)

If you would like to make a one-time payment, you will need to **choose the one-time payment option** and **select approve**.

You will then need to choose if it is a full payment (regular payment) or an additional payment.

Please enter the following information and click Next to proceed.

Payment Type:	<div>Full Payment</div> <div>Full Payment</div> <div>Additional Payment</div>	Required
Account Type:		Required
Routing/Transit Number:	<div>272481583</div>	Required Sample
Financial Institution:	CP FEDERAL CREDIT UNION	

Additional payments would be used to make principal only payments or escrow payments.

Please enter the following information and click Next to proceed.

Payment Type:	<div>Additional Payment</div>	Required
Account Type:	<div>Checking</div>	Required
Routing/Transit Number:	<div>272481583</div>	Required Sample
Financial Institution:	CP FEDERAL CREDIT UNION	
Checking/Savings Acct Number:	<div></div>	Required Sample
Late Charge Amount:	<div>\$ 0.00</div>	
Principal Amount	<div>\$ 100.00</div>	
T&I Amount	<div>\$ 0.00</div>	
Fee Amount:	<div>\$0.00</div>	
Total Payment:	<div></div>	
Due Date of Next Payment:	<div>09/01/2021</div>	
Next Draft Date:	<div>08/25/2021</div>	Required

Your payment will be drafted on the date chosen.

Example

CANCEL PRINT NEXT

You will have to choose a draft date and then **select next**; you will receive an overview screen to verify that all information is correct and then you can **select Submit**.

Please verify your information before submitting.
Click Edit to make changes or Submit to submit your payment information.

The following information will be submitted for: One-Time Payment

Financial Institution:	CP FEDERAL CREDIT UNION
Payment Type:	Additional Payment
Account Type:	Checking
Routing/Transit Number:	<input type="text"/>
Checking/Savings Acct Number:	<input type="text"/>
Late Charge Amount:	\$0.00
Principal Amount:	\$100.00
T&I Amount:	\$0.00
Fee Amount:	\$0.00
Total Amount to be Drafted:	\$100.00

You are authorizing a transaction in the amount of **\$100.00** to be processed on 08/25/2021.

Trouble Logging In

The mortgage department can help!

Note: We can see your email and the username for your account; however, we are not able to see your password. If you do not remember your password, you will need to reset it using the forgot password option on the main login screen.