

# Year End Statement Information **FAQ**

JANUARY 2017

We are contacting you to inform you that the Year End Statement regarding your mortgage loan will be mailed to you on or before January 31st, 2017. You may log into your online account and view or print a copy of your Year End Statement any time after January 31st. In the event that you need to obtain the amount of interest reported to the IRS for 2016, you can log into your online account and click on the Tax and Interest link. The amount of interest reported to the IRS for 2016 will be referenced in the Previous Year Interest Paid field. Please be advised that our customer service representatives will be unable to provide a copy of your Year End Statement until after January 31st, 2017. We will send you a second e-mail communication when your Year End Statement has been mailed.

If you have any questions now or upon receiving your Year End Statement, we have provided you with some frequently ask questions and answers below to help you navigate the Year End Statement process.

We thank you for the opportunity to assist you.

## **1. Can I obtain a copy of my Year End Statement online?**

Yes! You may log into your online account and view or print a copy of your Year End Statement any time after January 31, 2017.

After logging into your online mortgage account, select "Document Center" from the left side of your screen. From there, you will be able to view a copy of your Year End Statement.

Please be advised that our customer service representatives will be unable to provide copies of your Year End Statement until after January 31, 2017.

## **2. Can I obtain the amount of interest reported to the IRS prior to my statement being available after January 31, 2017?**

Yes! After January 1st, 2017, you may obtain the amount of interest reported to the IRS for 2016 by logging into your online account and clicking on the Tax and Interest link. The amount of interest reported to the IRS for 2016 will be referenced in the Previous Year Interest Paid field.

## **3. How do I submit an inquiry in regards to the information contained on my Year End Statement?**

If upon receiving and reviewing your Year End Statement, you have a question in regards to any information on the statement and/or you believe that the information provided on the statement is incorrect, please send an e-mail to [yearendreplies@loanadministration.com](mailto:yearendreplies@loanadministration.com), so that we may research and resolve your inquiry in a timely fashion.

In order to expedite this process, please ensure that you include your loan number, the reason for your inquiry and the required information (if available) to make the necessary corrections to your statement.

Upon receipt of your e-mail, please allow five (5) business days for us to research and respond to your inquiry. In the event that corrections need to be made to your statement, it will be mailed to you within fourteen (14) business days of your initial request.

#### **4. When will I receive my February 2017 monthly billing statement?**

The monthly billing statement scheduled to be sent during the month of January may be included with your Year End Statement and will be mailed by January 31, 2017.

If you are concerned about making your February monthly mortgage payment, don't worry. It is not necessary to receive this monthly billing statement in order to make your mortgage payment. In advance of receiving these statements, you may log into your online account to view the application of recent payments and view the amount of interest paid for 2016. In addition, we have payment options available through the site so you can make your payment on time at no additional charge.

#### **5. Why did I not receive an IRS Form 1098 Year End Statement?**

There could be several reasons as to why you may have not received your Year End Statement.

- Your mailing address may be incorrect. You may log into your online account and verify your mailing address by clicking on the Personal Preferences link and selecting Change Personal Preferences.
  
- You may be exempt from receiving a 1098-"Mortgage Interest Statement." Typical reasons that you would be exempt are as follows:
  - ✓ If the loan is not secured by real estate.
  - ✓ If mortgage interest was NOT paid or points were NOT reportable, or Mortgage Insurance (MI) was NOT collected in the calendar year (2016).
  - ✓ If no payments were collected between the date your loan was acquired and the end of the calendar year (12/31/2016).
  - ✓ If you believe your mailing address is incorrect and/or you should not have been subject to a 1098-"Mortgage Interest Statement" exemption, please send an e-mail to [yearendreplies@loanadministration.com](mailto:yearendreplies@loanadministration.com), so that we may research and resolve your inquiry in a timely fashion.

In order to expedite this process, please ensure that you include your loan number, the reason for your inquiry and if you believe your address is incorrect, as well as the correct address information to make the necessary corrections.

Upon receipt of your e-mail, please allow five (5) business days for us to research and respond to your inquiry. In the event that corrections need to be made to your statement, it will be mailed to you within fourteen (14) business days of your initial request.

#### **6. Why does the interest line on my IRS Form 1098 -"Mortgage Interest Statement" not show all of the interest I paid for the calendar year (2016)?**

If your loan was serviced by another company during the calendar year (2016), you may also receive an IRS Form 1098 Mortgage Interest Statement from them. You will need to contact your previous loan servicer to determine when you will receive their IRS Form 1098, Mortgage Interest Statement.

Also, if you made payments on your account beyond January 1st, 2017, the interest for these payments are not reportable to the IRS for the current reporting period and will be reported for the next reporting period (2017).

**7. Where can I view a breakdown of all interest paid for the calendar year (2016)?**

To view your payment history, log into your online account and select the "Loan Activity" link located on the left side of your screen.

**8. If I am not registered online, how can I register?**

After accessing our website, go to the Loan Information tab and select the "Register User ID/Password" link and complete the registration form.

**Need to Contact Us?**

You can send us a secure message by logging on to our website and selecting the Message Center link. A representative will respond to your inquiry within 24 business hours.

Or by mail to: PO Box 77404, Ewing, NJ 08618

[If you do not wish to receive further email notifications from us please click here to opt out](#)