

Important Information To Help Us Serve You Better

Silver State Schools Credit Union is pleased to service your loan. The information below is meant as a guide to answer many of your questions. Of course, you may also reach us for additional assistance at our Member Service number 800-357-9654. Our offices are open Monday through Friday from 8:00am to 5:00pm Pacific Time. You may send us a fax at 702-697-8096 or send a letter to the following address:

Silver State Schools Credit Union
Attn: Mortgage Servicing
PO Box 12037
Las Vegas, NV 89112-0037

Payment and Payoff Information

If we receive your payment accompanied by the statement coupon, we will credit your payment on the day of receipt by 2:00pm (local time) on a normal business day at the payment address below. We will credit, if allowable by law, all non-conforming payments to your account within 5 business days of receipt. Rejected payments will be returned within 10 business days and will state the reason for the return.

Payments: Detach your payment coupon and mail with your check or money order. Do not delay payments while waiting for additional or corrected billing statements. Please write your loan number on your check or money order and mail to the Silver State Schools Credit Union Mortgage Servicing listed below.

Operational Support Services

Silver State Schools Credit Union
Attn: OSS
PO Box 12037
Las Vegas, NV 89112-0037

Overnight/Express Payments

Silver State Schools Credit Union
4221 McLeod Dr
Las Vegas, NV 89112-0037

Late Charges: To avoid late charges, mail your payment to arrive by the due date. Late charges may be applied to your loan if the payment is received after three grace days allowed on your loan documents.

Additional Funds: Please remit the exact amount shown on the payment coupon. If you wish to make additional payments to your principal, escrow or other, please indicate the amount(s) on the lines provided on the payment coupon.

Payoff Requests: Requests must contain borrower(s) name(s), property address, signature of all borrowers, and instructions for returning the payoff quote. Please include your name and phone number for us to contact you in the event we have questions regarding your payoff request. Please fax your requests to 702-697-8096 or request a payoff through home banking.

Authorization to Convert Your Check to an Electronic Transfer Debit: By sending your check to us, you authorize us to convert the check into a onetime electronic funds transfer from your deposit account or to process the payment as a check transaction. Please be aware that your bank account may be debited as soon as the same day we receive your payment, and you will not receive your check back from your institution.

General Information

If your address or phone number changes – Please place an “X” in the area provided on the front of the payment coupon and note the changes in the box below. To help us serve you better, please include your home and business phone numbers.

Standard Fees for Borrower Services

Subordination Fee \$125.00
Payment by Phone Fee \$10.00

Disclaimer: The fee scheduled above is subject to change and does not contain all the fees that you may be charged for services rendered. Please note that the actual fee(s) you are charged may differ due to applicable law or the terms of your loan documents.

Credit Reporting: We may report information about your mortgage account to the credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit bureau report.

Balance on which the finance charge is determined: (“If applicable,” lines of credit only) – We calculate the Periodic FINANCE CHARGE for each billing period by applying the Daily Periodic Rate(s) FINANCE CHARGE to the

“Average Daily Balance: for each billing period. To do so, we take the beginning balance of your account for each day in the billing period, and any new advances, charges and fees, and subtract any payments or credits posted on that day. This gives us the daily balance for each day of the billing period. Then we add up all the daily balances for the billing period and divide the total by number of days in the billing period. This gives us the Average Daily Balance.

Billing Rights Summary – If you think your bill is wrong, or if you need more information about a transaction on your bill, writes us at the correspondence address shown to the left as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which error or problem appeared. You can call us but doing so will not protect your rights. In your letter, give us the following information:

- Your Name and account number.
- The dollar amount on the suspected error.
- Describe the error and explain why you believe there is a mistake. If you need more information, describe the item you are unsure about.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your bill that you are not disputing. While we collect the amount you question. If you have authorized us to pay you bill automatically from your savings or checking account, you can stop the payment on any amount you think is incorrect. To stop the payment, your letter must reach us 7 business days before the automatic payment is scheduled to occur.

Tax and Insurance Information

Insurance Reminders: it is your responsibility to maintain proper and sufficient Insurance Coverage on your property. Insurance includes Fire and Extended Coverage, and were required, Flood Insurance. To protect our mutual interest, we will require evidence of proper insurance. Without this, we may obtain force placed coverage on your behalf at your expense. You will be given prior notice before coverage is placed. Periodically consult your insurance agent to ensure that your policy adequately meets your needs. The mortgagee clause on your policy must read as follows:

Silver State Schools Credit Union
PO Box 12037
Las Vegas, NV 89112-0037
ISAOA/ATIMA

Please forward insurance policies and bills to the address above or fax to 702-697-8096. Please call us at 800-357-9654 if you have any questions regarding insurance requirements. Our offices are open Monday through Friday from 8:00am to 5:00pm Pacific Time.

Property Damage Please IMMEDIATELY contact Mortgage Servicing at 800-357-9654. By notifying us promptly, we can coordinate your claim processing requirements for timely reimbursement.

Property Tax Reminder: it is your responsibility to file any tax exemptions. Should you receive a delinquent tax bill, please forward to the Mortgage Tax Department, PO Box 12037, Las Vegas, NV 89112-0037, or fax the document to the attention of the Mortgage Tax Department at 702-697-8096. Email a scanned copy to servicingmortgage@silverstatecu.com

FEDERAL LAW REQUIRES US TO ADVISE YOU THAT SILVER STATE SCHOOLS CREDIT UNION (NMLS ID #382004) IS A DEBT COLLECTOR AND THAT THIS IS AN ATTEMPT TO COLLECT A DEBT. ANY INFORMATION OBTAINED MAY BE USED FOR THAT PURPOSE. TO THE EXTENT YOUR OBLIGATION HAS BEEN DISCHARGED OR IS SUBJECT TO THE AUTOMATIC STAY IN A BANKRUPTCY PROCEEDING, THIS NOTICE IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT CONSTITUTE A DEMAND FOR PAYMENT OR AN ATTEMPT TO COLLECT INDEBTEDNESS AS YOUR PERSONAL OBLIGATION. IF YOU ARE REPRESENTED BY AN ATTORNEY, PLEASE PROVIDE US WITH THE ATTORNEY'S NAME, ADDRESS, AND TELEPHONE NUMBER.