



# Important AEA Mortgage Updates

***AEA is upgrading!*** We are updating our internal systems to bring new features and services to you, our valued members. Please note the following updates:

## **NEW Monthly Mortgage Statements**

Your AEA Mortgage Loan will now have its own monthly statement.

## **NEW Mortgage Loan Website**

Make your monthly mortgage payment online with the new AEA Mortgage website. *(First time login instructions are listed on back.)*

*Frequently Asked Questions  
& First Time Login Instructions*



NMLS #746414

Federally Insured by NCUA

## First Time Login Instructions

Making your AEA mortgage payment online is quick and easy. **To get started, follow these simple steps:**

1. Go to **www.aeafcu.org/loans** and click 'AEA Mortgage Online' under 'Mortgage Loans'.
2. Once there, click 'Forgot Your Password?'
3. Enter your Account Number (located at the top right of your mortgage statement.)

Mortgage Statement	
Loan Number:	X-XXXX
Payment Due Date	07/01/2018
Amount Due	\$XXX.XX

3. Click 'Submit' to have a temporary password emailed to you. (**Please note:** the system will use the 'Borrower' email listed on your mortgage loan. If this is not current, please contact us to update.)
4. Once you receive the temporary password, return to the login screen and enter the information.

## Frequently Asked Questions

### **Q Has my AEA mortgage loan been sold?**

**A** No, your mortgage loan is still with AEA. We've just updated our internal system.

### **Q Besides paying my mortgage loan online, what are my other options?**

**A** You can make your mortgage payment:

- At one of our five branch locations
- By mail to: AEA FCU, 1780 S 1st Ave, Yuma, AZ 85364
- Via automatic payment

### **Q I currently have automatic payment. Will it be affected?**

**A** No, your automatic payment will not change.

### **Q Will my mortgage still show on my monthly AEA account statement and AEA Online?**

**A** No, starting in July your mortgage will have a separate monthly statement and a new website for payments and loan information.

**For more information,** contact us at 928.783.8881 or [membercare@aeafcu.org](mailto:membercare@aeafcu.org).