



MORTGAGE SERVICES REFERENCE GUIDE

AEA Federal Credit Union

Mortgage Servicing URL: <https://www.mtgserv.com/aeafcu>

Payment Address: PO Box 219958, Kansas City, MO 64121

Member Services Email: mortgageservicing@truhome.com

TeleVoice Automated Payment System:

Phone Number: (866) 657-9035

If you choose to use this system, you will hear the Welcome Message, then,

- For information in English – Press 1 or information in Spanish – Press 2 (if you do not select a number it will automatically continue in English)
- Asked to enter Loan Number or Social Security Number and Press # Key
RECOMMENDED: Enter Loan Number and then you will be asked to enter the Last 4 Digits of your SSN to verify
- At this point you can hit the # Key to forward to the options list:
- For Automated Payments - **Press 2**
At this point you can hit the # Key to forward to the Payment Details
System will list payment details (Due Date and Current Payment Amount Due)
Verify this information with the member
- To make the Current Payment Due – **Press 1**
- To make a payment from a Checking Account – Press 1 or a Savings Account – **Press 2**
- IF CHECKING or SAVINGS ACCOUNT
Press 1 to enter Routing Number
(System will verify that you are using a correct routing number & repeat number entered)
Press 1 to confirm Routing Number
- Press 1 to enter Account Number
(System to repeat number entered)
Press 1 to confirm Account Number
- Select a date (payments can only be processed on business days)
Press 1 for Today's Date
Press 2 to Post Date the Payment – You will be asked to enter the payment in two-digit month, two-digit day and two-digit year format followed by the # Key
(System will verify the date selected)
Press 1 to confirm Date
- System will ask you to confirm all information provided
Press 1 to confirm Payment Details

With your confirmation, you will be given a tracking number, for your records

TruHome Solutions, LLC services members of AEA Federal Credit Union. If you have any questions about using this system or about anything else regarding your loan and would like to speak with our mortgage servicing representatives, please call us at (866) 657-9035 and select 0 to reach our member services team.