



# Struggling to make your mortgage payment or affected by a natural disaster?

We are here to help.

We have partnered with the LoanSolutionCenter to help you process your mortgage assistance request.

The LoanSolutionCenter is an online portal that will guide you through the steps required to complete your mortgage assistance request. The following instructions illustrate how to register directly with the LoanSolutionCenter.

## Registering with the LoanSolutionCenter

1. Access the LoanSolutionCenter login page at <https://www.loansolutioncenter.com/>
2. At the login page, click **Register here** to register your mortgage account. *(Image 1)*
3. At the **Find Your Loan** page, enter your Social Security Number, Loan Number, and Zip Code so the system can locate your loan information. *(Image 2)*
4. Once the system has located your loan, you will be asked to create a username and password to access the LoanSolutionCenter online portal.
5. Upon creating and registering your LoanSolutionCenter account, you will use the online portal to complete your assistance application. To get started, navigate to the Assistance Center tab.
6. Once you have started your application, we will reach out to you with next steps in the process. You can also track your progress through the online portal.

Image 1

Image 2