

NATIONAL REVERSE MORTGAGE LENDERS ASSOCIATION'S

ANNUAL MEETING & EXPO

NOVEMBER 10-12
SAN ANTONIO, TX



Celink

BEYOND THE CLOSING

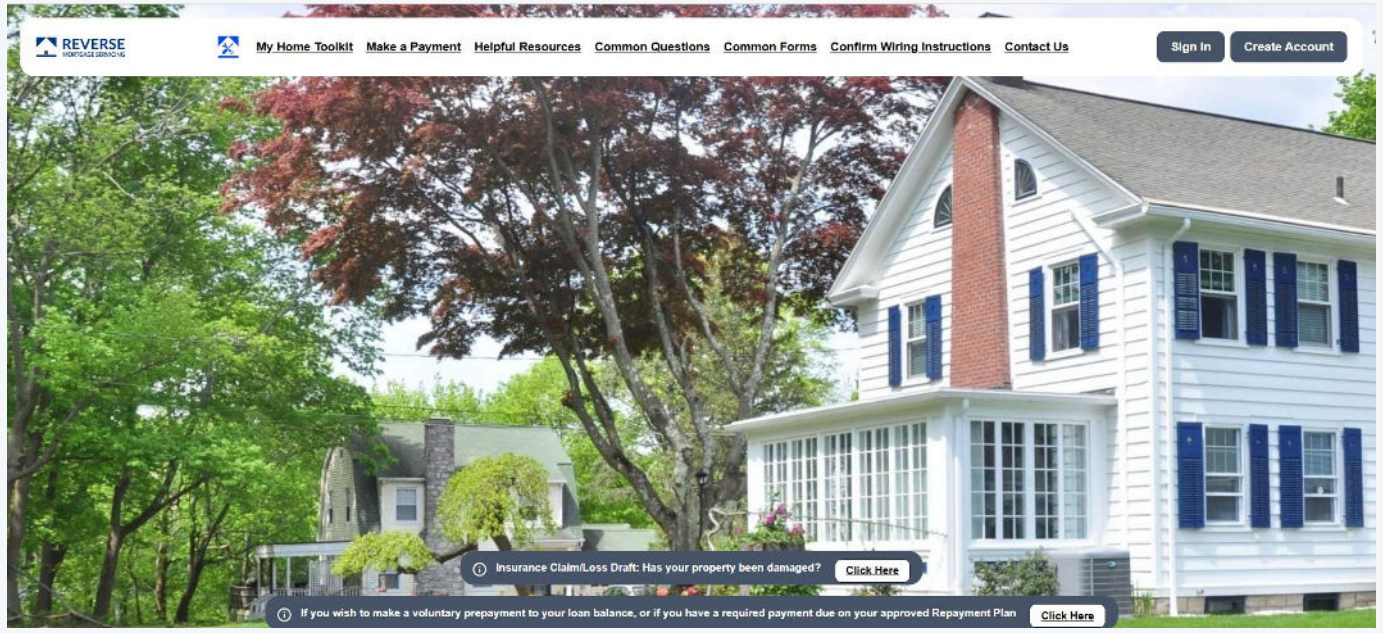
BORROWER PORTAL

Account access, anytime

A single online destination for routine loan information and self-service requests.

What borrowers can do

- Review transactions; make a payment
- View and download statements
- Request a line-of-credit advance
- Common Forms & Common Questions
- Certify Occupancy
- Obtain a Payoff Quote



Designed for desktop, tablet, and smartphone use

www.reversedepartment.com

Answers borrowers can find before they call

Educational content and frequently used documents are organized in one place.

Featured resources

1 **Educational videos**

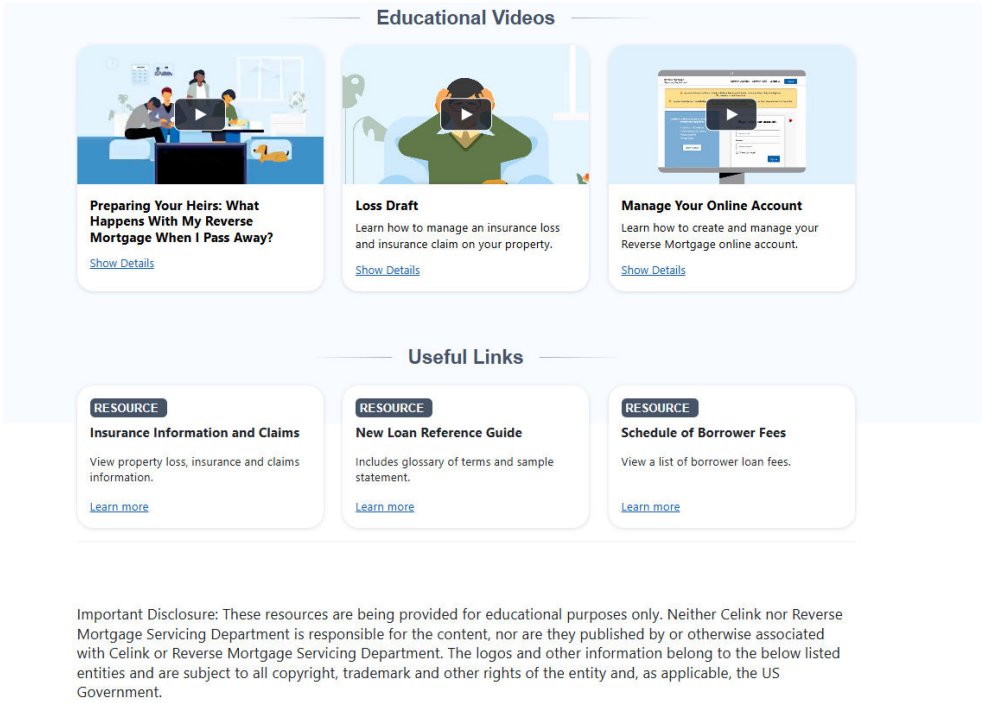
Quick explanations of common reverse mortgage topics

2 **New Loan Reference Guide**

A practical post-closing reference

3 **Fees & insurance**

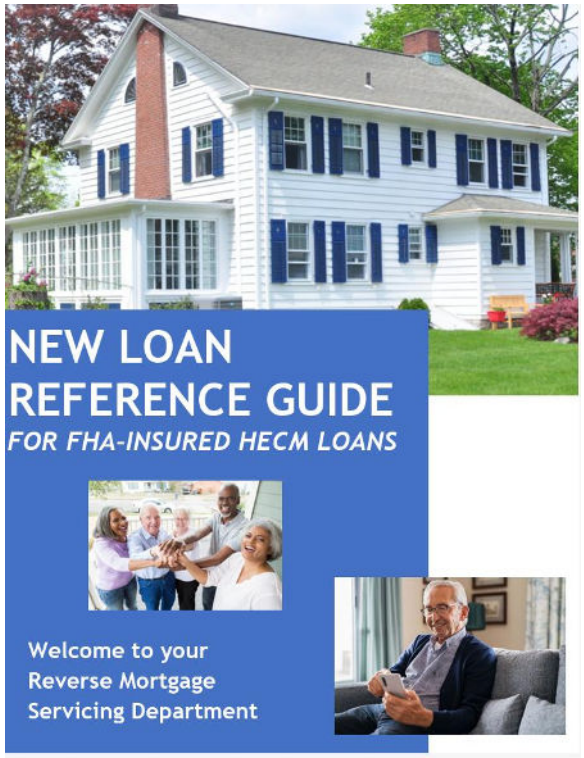
Borrower fees, insurance, and claim information



www.reversedepartment.com

A post-closing roadmap borrowers can keep

The Welcome Book brings key reverse mortgage information into one clear reference.



Welcome Book

Built around the questions borrowers ask

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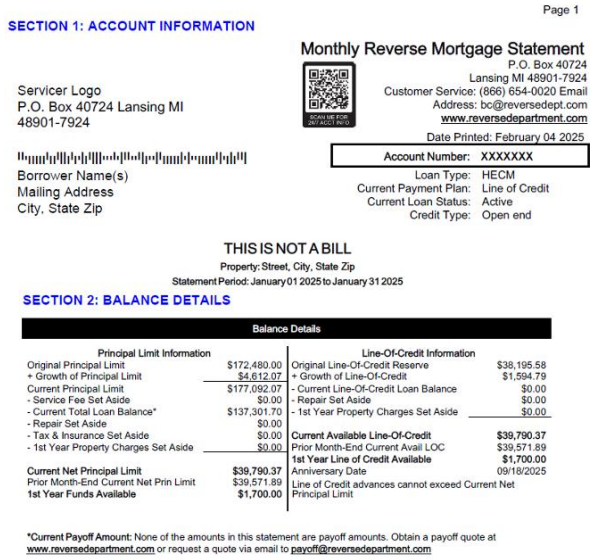
- How to receive funds
- Occupancy certification
- Property charges
- Monthly statements
- Loan maturity events

Section-by-Section Clarification

A glossary and annotated samples help borrowers navigate balances, activity, and loan terms.

Sample Statement - Page 1

All figures are for illustration purposes only



Page 1

SECTION 1: ACCOUNT INFORMATION

Monthly Reverse Mortgage Statement

Servicer Logo
P.O. Box 40724 Lansing MI
48901-7924

P.O. Box 40724
Lansing MI 48901-7924
Customer Service: (866) 654-0020 Email
Address: bc@reversedept.com
www.reversedepartment.com

Date Printed: February 04 2025

Account Number: XXXXXXX

Borrower Name(s)
Mailing Address
City, State Zip

Loan Type: HECM
Current Payment Plan: Line of Credit
Current Loan Status: Active
Credit Type: Open end

THIS IS NOT A BILL

Property: Street, City, State Zip

Statement Period: January 01 2025 to January 31 2025

SECTION 2: BALANCE DETAILS

Balance Details

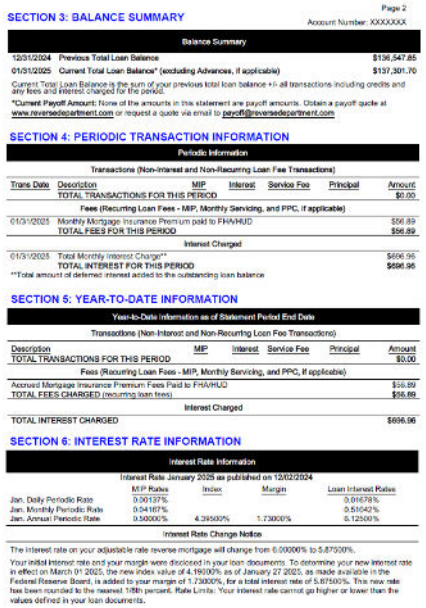
Principal Limit Information		Line-Of-Credit Information	
Original Principal Limit	$172,480.00	Original Line-Of-Credit Reserve	$38,195.58
+ Growth of Principal Limit	$4,612.07	+ Growth of Line-Of-Credit	$1,594.79
Current Principal Limit	$177,092.07	- Current Line-Of-Credit Loan Balance	$0.00
- Service Fee Set Aside	$0.00	- Repair Set Aside	$0.00
- Current Total Loan Balance*	$137,301.70	- 1st Year Property Charges Set Aside	$0.00
- Repair Set Aside	$0.00		
- Tax & Insurance Set Aside	$0.00	**Current Available Line-Of-Credit**	**$39,790.37**
- 1st Year Property Charges Set Aside	$0.00	Prior Month-End Current Avail LOC	$39,571.89
		1st Year Line of Credit Available	**$1,700.00**
Current Net Principal Limit	**$39,790.37**	Anniversary Date	09/18/2025
Prior Month-End Current Net Prin Limit	$39,571.89	Line of Credit advances cannot exceed Current Net Principal Limit	
1st Year Funds Available	**$1,700.00**		

*Current Payoff Amount: None of the amounts in this statement are payoff amounts. Obtain a payoff quote at www.reversedepartment.com or request a quote via email to payoff@reversedepartment.com

PAGE 1

Sample Statement - Page 2

All figures are for illustration purposes only



Page 2

SECTION 3: BALANCE SUMMARY

Account Number: XXXXXXX

Balance Summary

12/31/2024	Previous Total Loan Balance	$136,547.85
01/31/2025	Current Total Loan Balance* (excluding Advances, if applicable)	$137,301.70

Current Total Loan Balance is the sum of your previous total loan balance +/- all transactions including credits and any fees and interest charged for the period.

*Current Payoff Amount: None of the amounts in this statement are payoff amounts. Obtain a payoff quote at www.reversedepartment.com or request a quote via email to payoff@reversedepartment.com

SECTION 4: PERIODIC TRANSACTION INFORMATION

Periodic Information

Transactions (Non-Interest and Non-Recurring Loan Fee Transactions)

Trans Date	Description	MIP	Interest	Service Fee	Principal	Amount
	TOTAL TRANSACTIONS FOR THIS PERIOD					$0.00

Fees (Recurring Loan Fees - MIP, Monthly Servicing, and PPC, if applicable)

01/31/2025	Monthly Mortgage Insurance Premium paid to FHA/HUD	$56.89
	TOTAL FEES FOR THIS PERIOD	$56.89

Interest Charged

01/31/2025	Total Monthly Interest Charge**	$696.96
	TOTAL INTEREST FOR THIS PERIOD	$696.96

**Total amount of deferred interest added to the outstanding loan balance

SECTION 5: YEAR-TO-DATE INFORMATION

Year-to-Date Information as of Statement Period End Date

Transactions (Non-Interest and Non-Recurring Loan Fee Transactions)

Description	MIP	Interest	Service Fee	Principal	Amount
TOTAL TRANSACTIONS FOR THIS PERIOD					$0.00

Fees (Recurring Loan Fees - MIP, Monthly Servicing, and PPC, if applicable)

Accrued Mortgage Insurance Premium Fees Paid to FHA/HUD	$56.89
TOTAL FEES CHARGED (recurring loan fees)	$56.89

Interest Charged

TOTAL INTEREST CHARGED	$696.96

SECTION 6: INTEREST RATE INFORMATION

Interest Rate Information

Interest Rate January 2025 as published on 12/02/2024

	MIP Rates	Index	Margin	Loan Interest Rates
Jan. Daily Periodic Rate	0.001137%			0.01678%
Jan. Monthly Periodic Rate	0.04167%			0.51042%
Jan. Annual Periodic Rate	0.50000%	4.39500%	1.73000%	6.12500%

Interest Rate Change Notice

The interest rate on your adjustable rate reverse mortgage will change from 6.00000% to 5.87500%.

Your initial interest rate and your margin were disclosed in your loan documents. To determine your new interest rate in effect on March 01 2025, the new index value of 4.19000% as of January 27 2025, as made available in the Federal Reserve Board, is added to your margin of 1.73000%, for a total interest rate of 5.87500%. This new rate has been rounded to the nearest 1/8th percent. Rate Limits: Your interest rate cannot go higher or lower than the values defined in your loan documents.

PAGE 2

Statement support

Glossary of loan terms

Sample statement pages

Section-by-section guidance

Make it easier to involve a trusted contact

A straightforward form gives borrowers a clear path to authorize another person to discuss the loan.

Why it matters

Convenience Supports borrowers who want help managing account conversations

Clarity Defines who may receive information or communicate on the borrower's behalf

Control Keeps authorization documented through a standard form



Third Party Authorization

Reverse Mortgage Servicing Department
P.O. Box 40724 Lansing, MI 48901-7924
Fax (866) 616-2160
www.reversedepartment.com

Instructions

If viewing this form online, save it to your computer, complete the required fields, and add your eSignature using a program such as Adobe, **OR** complete the form, print, and sign it with a pen. Return to one of the following contact points listed below. Please allow 5 business days for processing.

By computer
Save & upload to www.reversedepartment.com
or email to BO@reversedepartment.com

By fax
(866)-616-2160

By mail
Reverse Mortgage Servicing Department
P.O. Box 40724
Lansing, MI 48901-7924

Third Party Authorization

With regard to my/our reverse mortgage, I/we give permission to release information on our account to the individual(s) below:

ACCOUNT NUMBER:

Name:
Address:
Phone:
Relationship:

Name:
Address:
Phone:
Relationship:

Cell Phone & Email Consent

By providing my/our telephone phone number(s) and/or email address(es) below, I/we are providing our express written consent to be contacted by the Servicer, or its authorized third party, via email, text message (SMS), voice call, through an automated dialing system, chatbot, or pre-recorded voice message for account activity updates, operational and/or transactional information, and marketing information at the cell phone and telephone number(s) and email addresses you provide us ("Opt-In"). I/We acknowledge that consent to receive these messages is not a condition of purchasing any goods or services, and I/we understand and agree that all text and email messages may be sent using automated technology. Message and data rates may apply. I/we understand that we may contact the Servicer at any time to change these preferences.

Borrower Cell Phone		Borrower Email Address	
Co-Borrower Cell Phone		Co-Borrower Email Address	

Borrower Signature

Date

www.reversedepartment.com

Onity Mortgage Corporation



Post Closing Self-Service Resources

Welcome Communications

- Personalized welcome video / email walks customers through transfer process, online account access, if direct deposit was transferred and the status of any scheduled payments, how to request a disbursement if a line of credit is available, LESA account information and more
- Conditional introduction package based on account attributes and highlights key contact information, resources available, FAQs, and requirements for any set-asides

800# - Self-Service IVR

- In addition to a discussion with a live agent, the IVR offers the ability for a borrower to request a Draw Form, Occupancy Certificate, Payoff Quote, and a Loss Mitigation Package without the need to speak with an agent
- Additionally, borrowers are able to access contact details including how to submit various documentation for processing

Monthly Statement

- Highest frequency communication (i.e, 12x per year)
- Provides a glossary of terms to assist the borrower in better understanding account details reflected in the statement
- Core contact information
- Dynamic in-statement messaging

Reverse.MortgageQuestions.com

- Onity website dedicated to providing reverse borrowers with a one-stop source for contact information, FAQs, forms, link to borrower portal, homeowner's assistance and more
- E-form contact us & electronic documentation delivery such as occupancy certification, draw request, and others

myReverseAccount.com

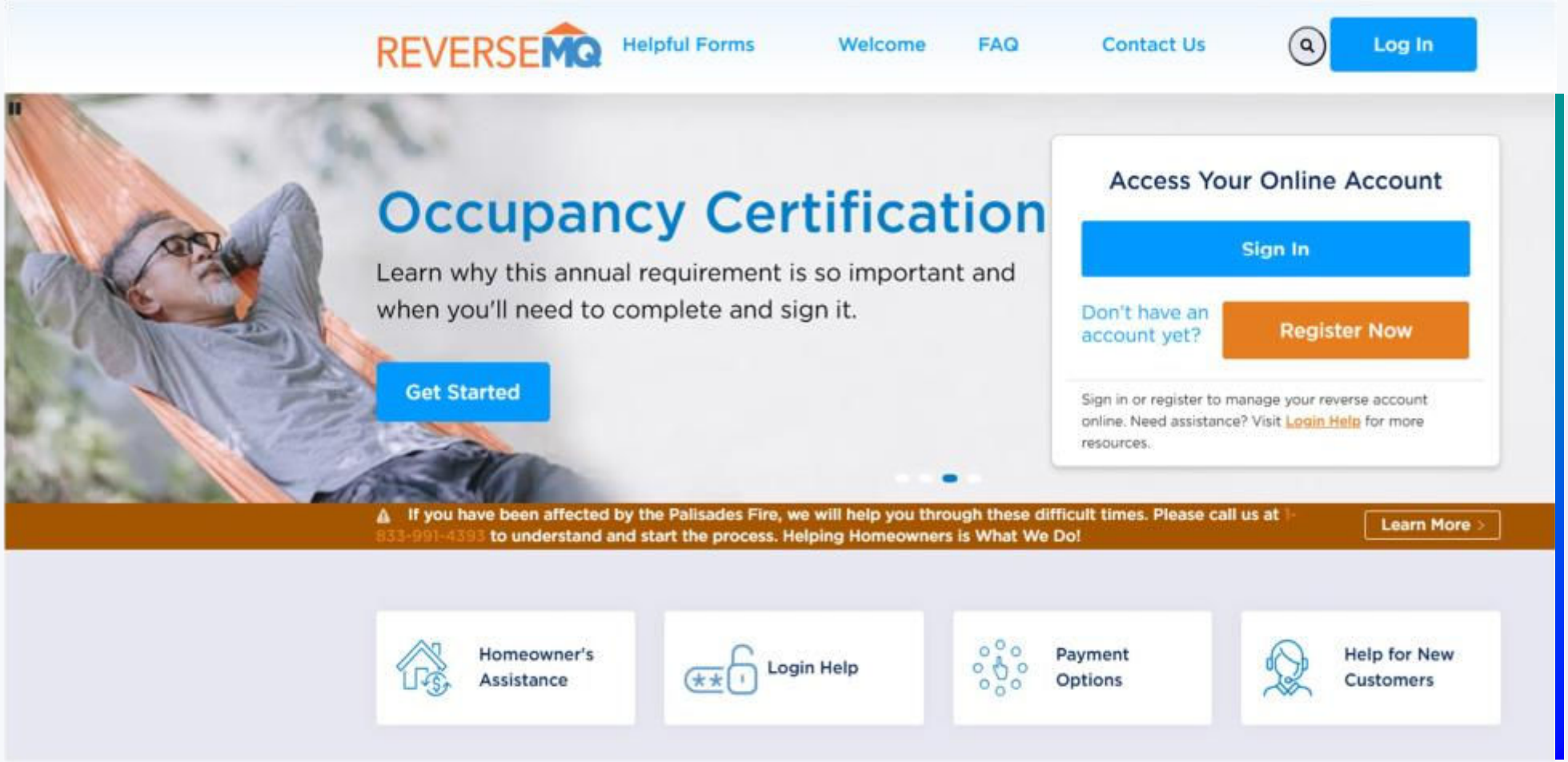
- Easy sign up and requires multifactor authentication for the safety & security of the borrower's information
- Homeowner portal with 24/7 direct access to borrower account information, transactional details, forms, monthly statements, contact interface, and more

Mobile Application (Apple & Android)

- On-the-go access to myReverseAccount.com with many of the same features as the online portal

SERVICING WEB PAGE

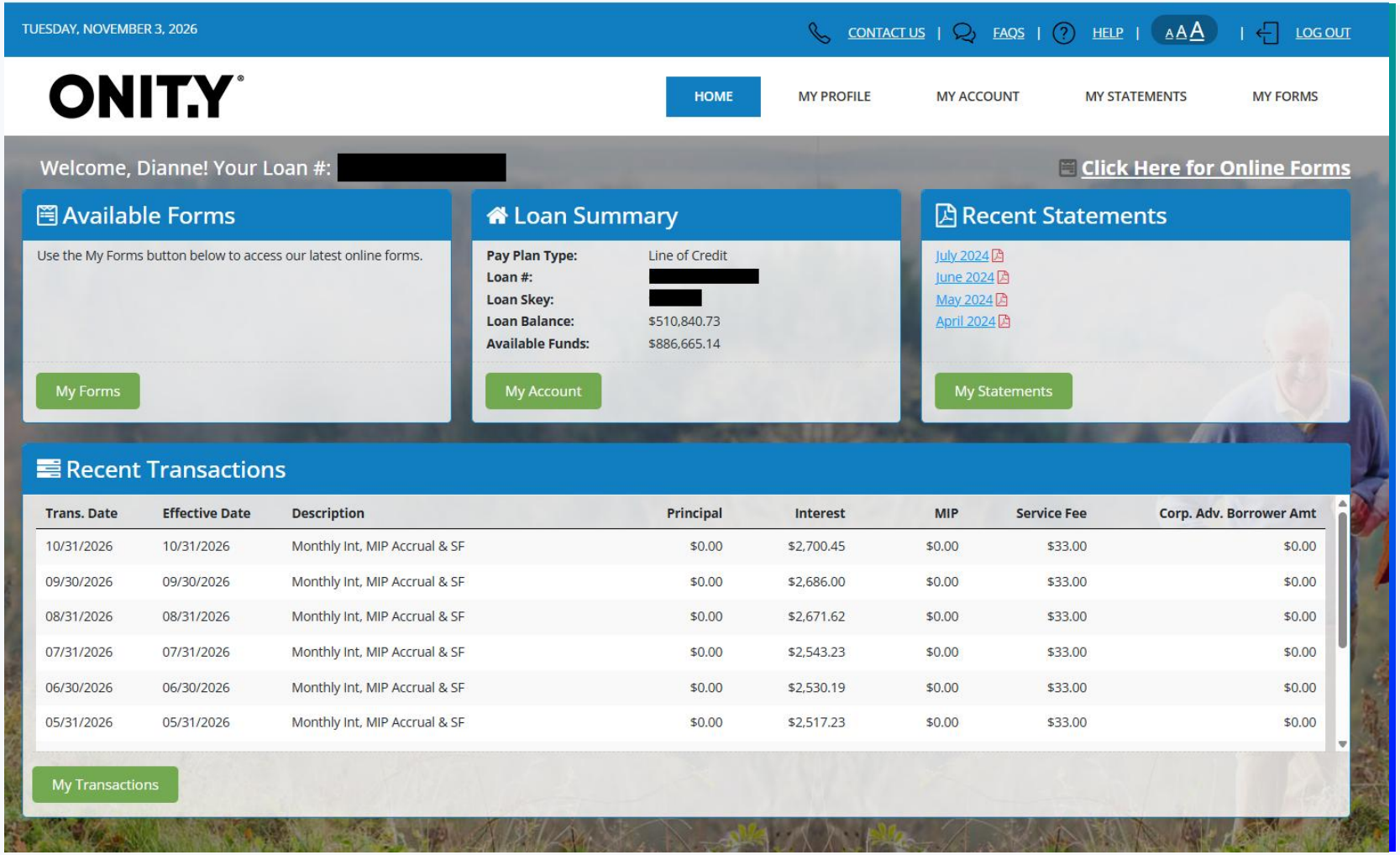
www.Reverse.MortgageQuestions.com Dedicated reverse servicing web page



- **Access to information and forms without having to log in** direct access to helpful information and forms, Contact us, Email Us, FAQ's
- **Launch to secure Borrower portal**
- **Continuous Banner** to provide immediate help and information to Borrowers

BORROWER PORTAL

www.myReverseAccount.com Secure 24/7 direct access to borrowers' accounts with multifactor authentication for added security



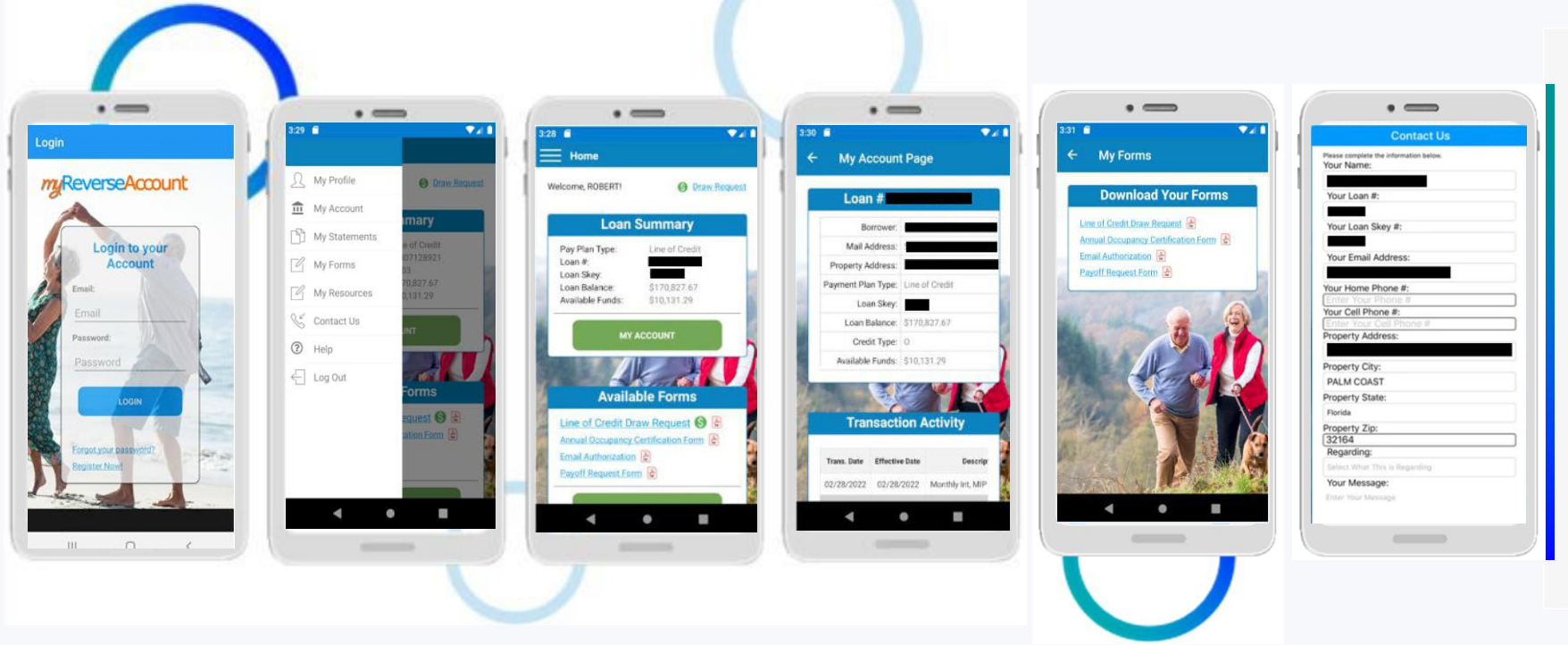
Self-serve mortgage with access to all account info in one-place

- Contact Us – submit requests, 800#, addresses, hours of operation, payment information, etc.
- Available forms (LOC Draw request, Annual Occupancy Certification, etc.)
- Detailed loan information – Account information, detailed Transaction Activity, Interest Rate Info, Principal Limit, Insurance Information
- Recent Monthly Statements
- Recent Transactions Snapshot
- Useful links to internal & external resources regarding their reverse mortgage as well to download mobile app
- Future: Full electronic completion & submission of draw requests which will reduce disbursement timelines

Mobile Technology for On-The-Go Access

Provides greater flexibility of services to customers for self-serve

myReverseAccount



- Provide on-the-go access to critical data points related to mortgage
- Beyond basic information, customers can view transaction activity, download forms, view copies of Monthly Statements and request information from Onity



Industry Resources & Takeaways

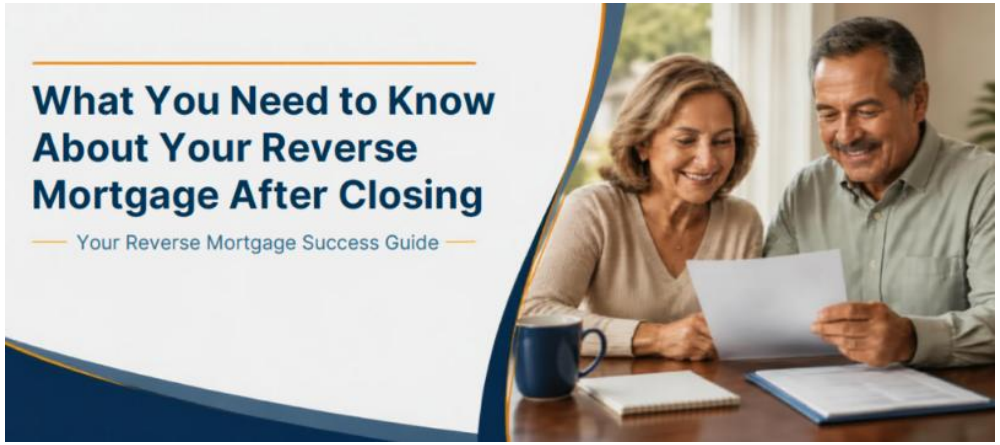
Thank you for your support, and see below if you are interested in additional ways to help make the borrowers' servicing experience stress free and rewarding?

- Obtain phone #s & email addresses to pass along to the servicer
- Discuss the importance of heir information and authorized third party contacts
- Encourage direct deposit setup at the point of origination or include forms in closing package to obtain & pass along to servicer
  - Shortens disbursement timelines putting the money in the hands of the borrower faster
  - Provides fast access to funds even when temporarily away from home (i.e., travel, remodeling, temporary displacement due to natural disaster or other uncontrollable event, etc)
- Advise them of additional industry resources available including, but are not limited to, the following:
  - You have a reverse mortgage: Know your rights and responsibilities (CFPB)
    - https://files.consumerfinance.gov/f/documents/cfpb_reverse_mortgage_rights_responsibilities.pdf
  - Reverse Mortgages: A discussion guide (CFPB)
    - https://files.consumerfinance.gov/f/documents/cfpb_reverse-mortgage-discussion-guide.pdf
  - Help for Surviving Spouses (CFPB)
    - https://www.consumerfinance.gov/consumer-tools/educator-tool/resources-for-older-adults/discover-resources-for-surviving-spouses/
  - What You Need to Know About Your Reverse Mortgage After Closing (NRMLA)
    - https://www.nrmlaonline.org/2026/09/22/need-know-rm-closing
  - What to Do When Your Reverse Mortgage Becomes Due (NRMLA)
    - https://www.nrmlaonline.org/2024/07/26/what-do-i-do-when-my-loan-is-due

Trusted education for life after closing

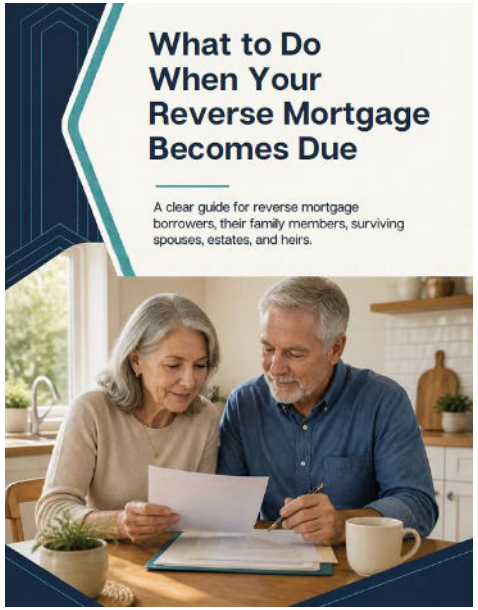
Share plain-language resources that reinforce expectations and support informed decisions.

After closing



What borrowers need to know about their reverse mortgage after closing

When the loan becomes due



Guidance for borrowers, family members, and other stakeholders

NRMLA Consumer Guides