

How To Register

Login or Register:	Bank of Hope
Upon accessing the site URL, the login page will appear which will allow you to:	Welcome to Bank of Hope Mortgage Loan Servicing.
 Log in with the existing username and password (if already registered) 	Sign In Username I Password
 Register to use the site by clicking "Register Now" or 	Sign In Forgot your Username or Password? Not registered yet? Register Now
 Login as a guest to make a one-time payment 	Pay as a Guest No registration needed (you can pay as a guest even if you're registered) Information you submit is secure Privacy Policy
Complete Form: The "Registration	Bank of Hope Registration Information Login Information Username *
Information" page will be displayed. Fill in the fields that have an asterisk (*).	Password * Confirm Password * The password must be at least 8 characters and should contain at least three of the four character types (Uppercase letters, Numbers, Special Character).
When all of the information is entered, and the system has been able to validate the information entered by the customer, the customer can continue below to security	Personal Information *texaed First Name *
Security Questions: Complete Security Questions for use when password reset is needed. Click "Register"	Security Question * Challenge Question * Mat was your childhood nickname? Answer to Challenge Question * Confirm Answer to Challenge Question * Back Register



How To Register

Registration Completed: Upon successful registration, you will be defaulted to the My Profile section. In "My Profile" section, you can edit any of the information entered during registration.	My Profile Usernation Usernation Usernation Personal Information Name Thomas Jackson	Edt
	Address 123 Court Street Atianta, GA 30319 United States of America Ernal Home Phone Mobile Phone for SMS Notifications thomas jackson@email.com (555) 555-5555 (555) 555-5555 Security Question What was your childhood nickname?	Edt
 <i>Privacy Policy:</i> Upon Registering, please read our Privacy Policy. Link can be found at bottom of any page <u>Complete Registration:</u> After registering your access you will need to "Add Loan Information". <i>Continue to add loan account.</i> 	Privacy Policy Rev. 08/2016 FACTS: WHAT DOES BANK OF HOPE DO WITH YOUR PERSONAL INFORMATION? Why? Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do. What? The types of personal information we collect and share depend on the product or service you have with us. This information can include: • Social Security number and income • Account balances and account transactions • Payment history and transaction history When you are no longer our customer, we continue to share your information to run their everyday business. In the section below, we list the reasons financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies need to share customers' personal information, the reasons Bank of Hope chooses to share; and whether you can limit this sharing. Reasons we can share your personal information: For our everyday business purposes—such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus Does Bank of Hope share? Yes	v



Adding Your Loan

 Add Billing Account: Upon registering you will need to add your billing account. This account will be the account you choose to pay using Bill Matrix. After logging in you'll need to click "Accounts" Follow and answer the account questions to properly add your account. 	Accounts History Wallet	Welcome Rafael Cabrera •
	Bank of Hope Accounts History Wallet	Welcome Rafael Cabrera - Last logged in Thursday @ 12:00 AM ET
Add Billing Form:	← Add Account	
You will need to enter the account information.	Loan Number * Last 4 of SSN *	
Loan Number	Nickname *	
Last 4 of SSN		
 Nickname (can be legal name or any other short name you prefer to identify the account with) 	Want important notifications about your account? You can opt-in to our basic notifications, and can add others after completing this step. ☑ Email Notifications ☑ Text Notifications	Back Save
New Account Established:	Bank of Hope Accounts History Wallet	Welcome Rafael Cabrera -
When "adding account" process is completed, you will see the new account listed. You may add as many account records belonging to you.	Account: 23 Amount Due Due Date Autopay Off any \$0.00	\rightarrow



Wallet Set Up

Adding Payment to Wallet: When your account has	Bank of Hope Accounts H	istory Wallet 🛻	Welcome Rafael Cabrera +
been added you may add a form of payment to the wallet.Wallet stores payment types	Account Amount Due D XXXXXXX \$0.00	ue Date AutoPay : OFF Edit AutoPay	Account Settings +
Only allowed: Debit Cards, Checking Accounts, and Savings Accounts	Bank of Hope Accounts H	istory Wallet	Welcome Rafael Cabrera -
 No Credit Cards or other forms of payments allowed Visa or MC Debit Cards only Click the "Wallet" option on top of account screen. Click "Add" to add 	Debit Card Active Rafael_mast Actions -		
payment information.		istory Wallet	Welcome Rafael Cabrera 🗸
 Enter Payment Information: Enter payment method from drop-down options. 1. Complete the remaining form information. 2. Click Save 	Add Wallet Payment Method Using Debit Card Enter Card Account Debit Card Number Expiration C mm Billing Address for Card Use profile address Nickname Add a Nickname Set as c	уууу ~	e Back Save



Making Payment

Making a Payment:	F Bank of Hope	Accounts	History	Wallet		Welcome Rafael Cabrera -
In order to post a payment you must first access your account.	Account XXXXXXXX Account Details	Amount Due \$0.00	Due Date 	AutoPay : OFF Edit AutoPa		Account Settings +
 Enter Pay Amount Enter Date of Payment Choose Pay type You can future date a payment by choosing 	You may make your Mortgag Pay \$ Enter Different Amount \$0.00 Convenience Fee	je payment with your D	on 1/1	riding your checking/savings ar 1 2/2018 Iable Date	count informatic	un below. Using Checking rafael_
different date on calendar. Read and Confirm Mobile Consent:	Total: \$25.00 Where can we send yo	ur receipt?				
If you would like to receive a payment receipt by email or text confirmation, you'll need to read consent and approve. • Enter email for electronic receipt • Enter phone number for text receipt. Mobile carrier fees may apply (see your carrier for details)	providers at that number, in	lephone number (includ cluding those made by iivity, identity verificatio	(81 Please rea ding a mobile telepl use of an automati n, or to prevent frau	c telephone dialing system ("A Id). Please review our Privacy	TDS"), for our e	nd/or text ("SMS") messages from us or our service veryday business purposes (including notices regarding information.
Phone is not required. If you wish not to receive text receipt leave this blank.						
Read Terms and Conditions: Prior to completing your payment you will need to access the Terms and Conditions. Bank of Hope requires you read and	Total: \$0.00 Where can we send you Email Address (optional) ralph.i Payments made after 4:00pr To opt-out of receiving tex	n Pacific Standard Time	Please read	nber (optional)		
understand the Terms and Conditions. If you do not consent, you cannot proceed or use this payment option.	Information you submit is secur	e I <u>Privacy Policy</u>				Continue



Making Payment

	Bank of Hope	Accounts	History Wall	et	Welcome Rafael Cabrera -
Read and Confirm Payment Authorization: When you click 'NEXT" you'll	← Review and Pay				
need to confirm and accept payment on following page.	Pay \$200.00 Selected Amount		On 1/12/201 Selected Date	8	Using Checking Account rafael_E XXXXXXX
 Review information entered Read Terms and 	\$0.00 Convenience Fee Total \$200.00 Where can we send your re Email Address	ceipt?	Mabila Mumber		
Conditions	ralph.ca		(8.		
 Click "check box" to accept 				eeted Date rates	
4. Click PAY					I accept the Payment Authorization
					Cancel Edit Pay \$200.00
	Bank of Hope	Accounts	History Wal	let	Welcome Rafael Cabrera -
	Payment Authorizo		50 Notice Sent ralp		Print
Payment Confirmation and Accepted:	Your payment has been receive	d for processing.			
When your payment has been processed you will		mount Due 0.00			
receive a "Payment Authorized" page.	Paid \$200.00 Selected Amount		On 1/12/20 Selected Date	18	
1. Review information					
2. If you entered mobile phone and email address you will also receive payment confirmation via electronic messaging	Total Payment Details \$200.00 Selected Amount \$0.00 Convenience Fee Total Paid: \$ 200.00 Would you like to set up automa additional information please vis			866-972-2265 during regular busines	s hours from 9:00am to 5:00pm (pacific time). For
and SMS	Make it easier next tim	e. Set Up Au	utomatic Payment		Done



Setting Up Auto Payments

Set Up Auto Payments:	Bank of Hope	Accounts	History	Wallet			Welcome Rafael Cabrera -
You may set up auto-							
payments on any account. Auto payments will be automatically deducted	Account: XXXXXXX any		Amount Due \$0.00		Due Date	Autopay Off	\rightarrow
from pay account on the days chosen by you and every month thereafter.	Account: 1703002183 phillip test		Amount Due \$0.00		Due Date	Autopay Off	\rightarrow
You may also cancel auto- pay at any time.	Account: 1234567890053 Ralph Test Acct		Amount Due \$0.00		Due Date	Autopay Off	\rightarrow
1. Login to your account							
 Choose account to set up 							
	Bank of Hope	Accounts	History	Wallet			Welcome Rafael Cabrera -
	Account Details	Amount Due \$0.00	Due Date 	AutoPay : Of	FF Edit AutoPay		Account Settings -
Set Up Auto Payments:	You may make your Mortgage	payment with your [Debit Card or by provid	ing your checki	ing/savings account informat	ion below.	
 Click "Autopay" button located on account information 	Pay \$0.00 Enter Different Amount		on 1/12 First Availab		\checkmark	Using Checkir rafael	na ↓
2. Click "+ Add" to	Bank of Hope	Accounts	History	Wallet			Welcome Rafael Cabrera -
	← Automatic Payn						+ Add
	Please update your AutoPay pa	ayment details below	and click Save.				



Setting Up Auto Payments

Fill	Form:	Fank of Hope	Accounts	History	Wallet		Welcome Ra	ifael Cabrera -
liste Fre Wh Ter	er all the information ed e.g. (Pay, quency, Card/Acct). en completed, read ms and Conditions and cept.	Automatic Pa Account: XXXX Please update your AutoPa	XXXX	ow and click Save.				
1.	Enter Pay Amount (must be equal or greater than next due amount)	Pay \$ Enter amount you want to \$0.00 Convenience Fee Total: \$0.00	o pay		se Frequency monthly, etc	Y	Using Card Rafael_m	V
2.	Enter Frequency (monthly is only option)	Next Payment Date		End End wh	en I cancel m/d/yyyy		Nickname New Auto Payment Schedule]
3.	Select payment account that funds will be charged/debited) End aft			☐ I accept the Payme	nt Authorization
4.	Select payment date Note: All future payments will be paid on same date						Back	Save
5.	Select when to end payments frequency. most popular option is (end when I cancel)							
6.	Add Nickname of schedule for personal reference							
7.	Accept Terms and Conditions, and SAVE							