

## Mortgage Loan Reserve Account

### Q: What is a reserve account?

A: A required account that holds insurance and tax premiums, which are collected monthly as part of your mortgage payment. Payments to municipalities, boroughs and insurance agencies are paid from this account when due.

### Q: Why are my payments different every year?

A: Property taxes and insurance premiums change. Your new payment is based on next year's projected expenses divided by 12. For additional information contact a Customer Service Representative at **777-3363**.

### Q: Can I keep my payments the same as last year?

A: Yes. You can keep the monthly payments the same, even when taxes and insurance costs increase, by depositing additional funds into your reserve account.

Whatever the question about your loan, one Alaska bank has the answer. You can always call us at **777-3363** and speak to a Customer Service Representative right here in Alaska.

## Quick Reference Phone List

Late Payments .....	<b>777-3384</b>
Coupon Book Information .....	<b>777-3363</b>
Loan Assumption .....	<b>777-3363</b>
Home Refinancing .....	<b>561-HOME (4663)</b>
Home Damage Notification .....	<b>777-3363</b>
Reserve Account .....	<b>777-3363</b>



## Bank Now! By Phone

### Answers to your Questions 24/7.

If you have a specific question about your loan, such as the current balance or total interest paid, use our automated **Bank Now! By Phone**, 24 hours a day, 7 days a week. Full instructions for using **Bank Now! By Phone** are printed below for your convenience.

To access Loan Servicing with **Bank Now! By Phone** dial **777-4700** or **1-800-856-4FNB (4362)**.

Press [1] to access current account information.

Press [1] for account information.

Enter your account number, followed by the # key.

Press [4] if the account you entered is a loan.

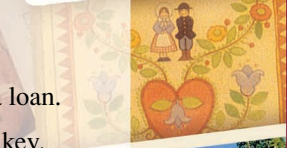
Enter your password followed by the # key.

Press [4] for loan information.

Follow the menu prompts for:

- Current balance
- Loan information
- Recent transactions
- Total interest paid

Press [3] to speak to a Loan Servicing Representative during regular business hours.



## First National Bank Alaska

# SERVICING YOUR LOAN

- HOMES
- AUTOMOBILES
- RECREATIONAL VEHICLES
- BOATS
- AIRPLANES



**777-3363**  
in Anchorage  
**1-800-856-4FNB(4362)**  
toll free outside Anchorage  
[www.FNBAlaska.com](http://www.FNBAlaska.com)



**First National Bank**  
**ALASKA**

MEMBER FDIC



BROCHR-114 (Rev. 10-01)



MEMBER FDIC

# ANSWERS TO YOUR LOAN QUESTIONS ARE RIGHT HERE IN ALASKA.

If you have questions about your loan at First National, our experts here in Alaska can help.

Look over these frequently asked questions and if you still need more information, call our team of Loan Servicing Specialists located right here in Alaska.

At one Alaska bank, you don't have to go thousands of miles to get answers. We're right here where you need us.

## Payments

**Q: When is my payment due? Can I change the due date?**

A: The due date is shown on your coupon book, billing statement, or by using **Bank Now! By Phone** by calling **777-4700** or **1-800-856-4FNB (4362)**. If your loan is serviced for an investor, such as Alaska Housing Finance Corporation, they will not allow the due date to change.

**Q: What if I cannot make my payment on the scheduled due date?**

A: Contact us at **777-3384** as soon as you know your payment will not be on time.

**Q: Can you deduct my loan payment from my checking or savings account?**

A: Yes. You may have your payment charged to either a savings or checking account at First National or another financial institution. You may sign up for this service at any of our branches, at any time.

**Q: Can I order a coupon book? If so, how long does it take to receive it?**

A: Coupon books are automatically furnished. If you do not receive a coupon book, or have misplaced yours, please contact our Customer Service Representatives at **777-3363**. To avoid delaying your payment if you don't have a coupon book within 2 weeks, place the loan number on your check and deliver it to any of our branches.

**Q: Can you change my address over the phone?**

A: We require that address changes be requested in writing. This helps protect you and the confidentiality of your account. There is a change of address form in your coupon book and at all branches.

## Homes

**Q: Can I access my loan information on the Internet?**

A: Absolutely, with **BankNow! Online**, our free online banking service. To sign up, visit our website at **www.FNBAlaska.com**, print the application, fill it out, and mail it to First National. When you're signed up, you'll be able to view loan balances, recent transactions, even make payments if you have a First National checking or savings account.

**Q: Can someone take over my loan payment to buy my home?**

A: Each loan is different. To find out if your loan is assumable, contact a Customer Service Representative at **777-3363**.

**Q: What if my home is damaged?**

A: You should notify your insurance agent and First National at **777-3363** immediately. After the insurance company has been notified, an adjuster will make an inspection and determine the extent of the damage. When the amount of the loss has been agreed upon, the insurance company will issue a check made payable to you and First National. We may require the funds be held by us and disbursements made as repairs are completed.

**Q: Can I cancel my mortgage insurance?**

A: Depending on the type of mortgage insurance and the investor requirements, it may be canceled under certain circumstances. Contact a Customer Service Representative to find out the requirements on your loan.

**Q: What about refinancing my home?**

A: Contact the Home Loan Center at **561-HOME (4663)**. We can help you find a home loan that suits your needs, whether it's for refinancing or home improvements.

**Q: When do I get my tax information?**

A: Year-end statements (1098 tax forms) are mailed prior to the end of January each year. The 1098 tax form contains information regarding what First National Bank has reported to the IRS for the prior year. For instant updates call **Bank Now! By Phone** at **777-4700** or **800-856-4FNB (4362)**.

