

Mortgage Loan Servicing

FREQUENTLY ASKED QUESTIONS



PAYING YOUR MORTGAGE LOAN

How do I pay my mortgage loan on or after Nov. 1?

ONLINE | Visit [FNBAAlaska.loanadministration.com](https://fnbalaska.loanadministration.com) to establish secure online account access and make a one-time payment or set up recurring payments. Secure online account access will be available to you on or after Nov. 10.

PHONE | Call 1-866-430-9683 to make a payment 24/7, or call 1-877-629-6991 to speak with a Customer Service expert Mon. – Fri., 4:30 a.m. – 6 p.m. and Sat., 4:30 a.m. – 9 a.m. AKST.

LOCAL BRANCH | Visit your local First National branch to make a payment.

MAIL | Include your payment along with the payment coupon included in your monthly statement to:

First National Bank Alaska
ATTN: Payment Services
P.O. Box 11733
Newark, NJ 07101-4733

What if my payment is late during this transition?

We encourage you to make your normal payments on time. However, if your loan payment is late but received by Dec. 31, 2021, you will not be charged a late fee or be reported as past due to the Credit Bureau.

My monthly payments are set up automatically. Will this continue?

If your monthly payment is automatically deducted from your First National checking/savings account, or if First National deducts your mortgage payment from another financial institution, this service will be discontinued. Please visit [FNBAAlaska.loanadministration.com](https://fnbalaska.loanadministration.com) to enroll in automatic payments, or complete and return the enclosed Automatic Payment (ACH) authorization form. Secure online access will be available on or after Nov. 10.

If you use a bill pay service to make payments on your mortgage loan, please refer to the enclosed letter for instructions on how to update auto pay with your service provider.

Can I continue to make partial payments on my loan?

No, partial payments will no longer be accepted.
A partial payment is a payment that fulfills only a portion of the total amount owed.

Can I make additional payments on my loan?

Yes, you may make additional payments to reduce your principal balance after you have satisfied your current amount due on your mortgage loan. If you would like to make additional payments during the month, and your loan is current, you may do so by visiting [FNBAAlaska.loanadministration.com](https://fnbalaska.loanadministration.com).

continues on other side

Mortgage Loan Servicing

FREQUENTLY ASKED QUESTIONS

continued from other side



Can I make a payment if I do not have my payment coupon?

Yes, call 1-877-629-6991 to speak with a Customer Service expert
Mon. – Fri., 4:30 a.m. – 6 p.m. and Sat., 4:30 a.m. – 9 a.m. AKST
or visit a First National branch for assistance.

How do I payoff my mortgage loan?

Visit FNBAAlaska.loanadministration.com to access your account or call
1-877-629-6991 to speak with a Customer Service expert
Mon. – Fri., 4:30 a.m. – 6 p.m. and Sat., 4:30 a.m. – 9 a.m. AKST.

ACCESSING YOUR MORTGAGE LOAN

How can I access my loan details and update my contact information?

ONLINE | Visit FNBAAlaska.loanadministration.com to establish online account access.
Secure online account access will be available to you on or after Nov. 10.

CALL | 1-877-629-6991 to speak with a Customer Service expert
Mon. – Fri., 4:30 a.m. – 6 p.m. and Sat., 4:30 a.m. – 9 a.m. AKST.

Will I continue to receive my documents electronically if I am signed up to receive e-Statements ?

No, please visit FNBAAlaska.loanadministration.com to enroll in e-Statements.
Full online account access will be available on or after Nov. 10.

How do I access my mortgage loan tax documents?

Please visit FNBAAlaska.loanadministration.com to establish account access or call
1-877-629-6991 to speak with a Customer Service expert
Mon. – Fri., 4:30 a.m. – 6 p.m. and Sat., 4:30 a.m. – 9 a.m. AKST.