Get to know your mortgage statement.

We want to make it easy to understand information about your loan. This guide outlines your mortgage statement, explains the items that may appear on it, and includes a glossary with additional terms for your reference.

If you have any questions, please call (800) 968-7700. Representatives are available Monday–Friday 7:30 a.m.–8 p.m. ET and Saturday from 7:30 a.m.–4 p.m. ET.

Illustration A, B, C, D

See the glossary for more terms and information.
### Past Payments Breakdown

**Paid Last Month**—The transaction activity on your loan since the last billing cycle. **Paid Year to Date**—The year-to-date transaction activity on your loan since the first billing cycle of the calendar year, including how your payments were allocated to the following:

- Principal
- Interest
- Escrow
- Fees
- Total Other Expenses
- Optional Items
- Partial Payment (How unapplied funds are treated)

**Total**—The total of the payments made last month and paid year to date.

### Transaction Activity

This section lists the transaction activity since the last statement, including all payments, fees, or expenses. If the transaction activity cannot fit on the front page, all activity will be listed on a second page.

### Important Messages

This section is used to alert you to special messages or announcements about your account, your statement, or Flagstar Bank.

### Payment Coupon

This section is detachable and contains the payment address. The coupon should be detached and included with your payment if you pay by check.

If you want to make an additional payment, depending on the status of your account, you may designate how you want us to apply the excess funds by writing the amount on the applicable line for:

- Additional Principal
- Additional Escrow
- Late Charges, Fees, or Other Expenses
- Other Payment
- Total Amount Enclosed

If you don't designate how you want us to apply the excess funds, depending on the status of your account, the excess funds will be applied as permitted by your loan documents and applicable law.

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**Use MyLoans to securely make your payment. Visit flagstar.com/myloans to get started.**
Glossary of Mortgage Terms

2nd Outstanding Principal
The outstanding principal balance is the amount owed on your 2nd loan, if applicable, not including interest. If the balance is $0, no amount will be shown.

2nd Principal
The amount of your regular monthly payment on your 2nd loan, if applicable, allocated to principal.

Additional Escrow
If excess funds are included with your payment, depending on the status of your account, you may designate on the payment coupon that excess funds should be applied to your escrow account.

Additional Principal
If excess funds are included with your payment, depending on the status of your account, you may designate on the payment coupon that excess funds should be applied to reduce your outstanding principal balance.

Amount Due
The total payment due to bring your loan current.

Delinquency Notice
If your loan is delinquent by more than 45 days, this section will include information regarding your delinquency, including loss mitigation or foreclosure information.

Escrow
The amount of your regular monthly payment allocated to escrow.

Escrow Balance
The amount set aside in your escrow account to pay taxes and insurance, if applicable.

Expedited Payoff Fee (Fax Fee)
If you request an expedited payoff statement, you may be assessed a fee, if permitted by applicable law.

Important Messages
This section will include special messages and announcements about your account, your statement, or Flagstar Bank.

Interest
The amount of your regular monthly payment allocated to interest.

Interest Rate
The current interest rate on your loan expressed as a percentage.

Late Fee or Late Charge
A late payment fee may be charged if you make your payment after the date indicated on your statement. The amount of the late fee is based on the terms of your note.

Loan Number
The account number assigned to your loan.

MyLoans
Manage your Flagstar Bank mortgage loan online — 24 hours a day, seven days a week. Pay your loan online and take the hassle out of writing checks and have confidence in a process that’s easy, fast, and secure.

NSF Fees
A fee (return item fee) may be charged if your payment is returned or rejected by your financial institution.

Optional Items
Optional items may include both credit life and/or disability insurance that you selected.

Other Payment
If excess funds are included with your payment, depending on the status of your account, you may designate on the payment coupon that the excess funds be applied to overdue payments, fees or other expenses.

Outstanding Principal
The amount of money owed on your loan, not including interest. This is not the amount required to pay your loan in full.

Overdue Payment
The amount of any regular monthly payment that remains unpaid.

Partial Payments
Depending on the status of your account, any partial payments that you make are not applied to your loan, but are held in a separate suspense account. When enough funds are received to make a regular monthly payment, the payment will be applied to your loan.

Payment Coupon
The detachable section of your statement that should be included with your payment if paying by check. If excess funds are included, depending on the status of your account, you may designate how the excess funds should be applied.

Payment Due Date
The date your monthly payment is due.

Prepayment Penalty
According to your loan documents, your loan may be subject to a penalty or fee upon prepayment of your loan.

Principal
The amount of your regular monthly payment allocated to principal.

Recent Account History
If your loan is delinquent 45 days or more, an account history shows how your payments were applied since the date you were last current (up to the last six months).

Regular Monthly Payment
Your total monthly payment of principal, interest, and escrow (for taxes and insurance, if applicable), plus Optional Items.
**Total Amount Due**
As described in the “Explanation of Amount Due” section, this is your Regular Monthly Payment, plus the total fees charged, total other expenses and overdue payments you must pay to bring your loan current.

**Total Fees Charged**
The total of all unpaid fees assessed to your loan.

**Total Other Expenses**
The total of all unpaid expenses assessed to your loan.

**Transaction Activity**
Transaction activity since the last statement, including all payments, fees or expenses.

**Transaction Date**
The date transaction activity was assessed to your account.

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**CONTACT INFORMATION**
You may access your account online at flagstar.com/myloans. You will need your loan number and social security number to enroll.

Customer Service | (800) 968-7700
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Banking/CD Rates/Personal Loans | (800) 642-0039

Refinance Department | (800) 374-3562
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Phone Payments (Western Union) | (866) 837-4539

Loan Counseling | (800) 393-4887
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Construction Loans | (800) 830-2303

Customer Service Hours: Monday–Friday 7:30 a.m.–8 p.m. ET, Saturday 7:30 a.m.–4 p.m. ET

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**Payoff Funds**
Flagstar Bank
Mail Stop 2B-155
5151 Corporate Drive
Troy, MI 48098-2639

**Overnight/Certified Mail Payments**
Flagstar Bank
Attn: Retail Lockbox 371891
5151 Corporate Drive
Troy, MI 48098-2639

**Inquiries**
Flagstar Bank
Mail Stop 2B-115
5151 Corporate Drive
Troy, MI 48098-2639

**Property Tax**
Flagstar Bank
Mail Stop 2B-166
5151 Corporate Drive
Troy, MI 48098-2639

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**Notice of Error (NOE) or Request for Information (RFI)** – If you believe there is an error (“Notice of Error”) or if you need additional information (“Request for Information”) relating to the servicing of your mortgage loan, you must send a written Notice of Error or Request for Information to the following address: Flagstar Bank, Attn: NOE/RFI, Mail Stop 2B-116, 5151 Corporate Drive, Troy, MI 48098-2639. Your Notice of Error or Request for Information must include your name, loan number, and sufficient detail to inform Flagstar of the basis of your Notice of Error or Request for Information.

**Insurance Policies & Bills (Hazard, Flood and/or Property)**
All policies must reflect your loan number and Flagstar Bank, FSB as the loss payee. Flagstar Bank, FSB, Its Successors and/or Assigns, PO Box 7026, Troy, MI 48007-7026.

**Insurance (Loss Draft Claims Correspondence)**
Flagstar Bank, Loss Drafts Department,
PO Box 7026, Troy, MI 48007-7026.