



# Welcome Home.

New Mortgage Guidebook



**NEW HAMPSHIRE**  
**HOUSING**

[NHHomeownership.com](http://NHHomeownership.com)



# New Hampshire Housing

## New Mortgage Guidebook

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# A Message From Our Executive Director/CEO

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"Welcome to your new home! At New Hampshire Housing, we believe everyone should have a place to call their own. Our dedication lies in making homeownership accessible to families throughout our state. Your path to owning a home is a remarkable accomplishment, and we will be by your side to assist you through every stage. Congratulations on reaching this incredible milestone, and a warm welcome home from all of NH Housing."

**Rob Dapice**

Executive Director | CEO



# Hey! You're a Homeowner!

This guide will help you navigate the next steps in your homeownership journey and provide clarity on managing your mortgage as well as explain the documents enclosed within this packet.

## Introducing Your Loan Servicer

New Hampshire Housing partners with Dovenmuehle Mortgage to provide its customers the best service for your loan. Customer service is our priority. We have created a convenient online tool to help you manage your Dovenmuehle Mortgage account. Here, you can make online payments and manage your home loan account anytime, anywhere.

## Create Your Borrower Connection Account

To create your Dovenmuehle Mortgage account, be sure to have your home loan number, found in your welcome letter, handy. Then go to [Yourmortgageonline.com](http://Yourmortgageonline.com), click on "Register", and follow the simple steps on screen. Through Borrower Connection, our secure online management tool, you will always have your account details at your fingertips and can-do things such as:

- Make mortgage payments online
- Check loan balance
- Get updated statements
- Look up your interest rate
- Access your 1098 information
- Download a digital copy of your "Welcome Home packet"
- Check FAQs and other information

## Make a Payment

Mortgage payments are due on the first day of each month. Late charges are applied to payments received after the 16th of the month. If payments are not received by 6 PM EST on the last business day of the month, they will be reported as delinquent to the credit bureaus. Make your payments in one of the following ways:

### Online

1. Visit [Yourmortgageonline.com](http://Yourmortgageonline.com), our secure online payment login screen.
2. Enter your username and password and click "Log In".
3. Click "Make a Payment" and follow the directions on the screen.
4. Once your account is set up, you will click "Make a Payment" each month.

## Automatic Payment

Sign up for free automatic payment or auto pay to ensure your payments are always on time. Your payment will be automatically deducted from your checking or savings account on the day it is due, eliminating any chance of a late fee. To set up auto-pay, fill out the "Automatic Payment Authorization" form at the back of this packet or access the form online through your Borrower Connection account, then follow the instructions for completion. Once your paperwork has been processed, you will receive a letter with the date automatic payments will begin.

## Phone

You can pay by phone with the assistance of a customer service representative. Since this option has a \$10 fee, we encourage you to make your payment online, by ACH, or by mail, which have no fees. You may also pay by automated phone system by calling 800.526.7145. Be sure to select the free automated phone system option to avoid the \$10 fee associated with using the assistance of a customer service representative.

## Mail

Include your payment coupon and mail your payment to:  
New Hampshire Housing Finance Authority  
PO Box 371306  
Pittsburgh, PA 15250-7306

## Dovenmuehle Mortgage Communications

To ensure you receive important communications from us please be sure to keep your contact information and email up-to-date in Borrower Connection. Visit Borrower Connection for informational postings on your mortgage loan and for homeowner tips.

## Need Help?

If you can't pay your mortgage payment, don't panic. Contact us immediately and explain the situation. Don't be afraid to connect with us; no situation is hopeless. Our servicing staff are experienced in dealing with every situation. Please email us at [MortgageService@nhhfa.org](mailto:MortgageService@nhhfa.org).

# Some Key Reminders

## Mortgage Payments

Making your mortgage payment on time is crucial to maintaining your credit rating and ensuring that you do not incur any late fees. You can sign up for an automatic monthly payment with our servicer to ensure there are no delays.

## Escrow Accounts

Your monthly mortgage payment most likely includes partial payments of your property taxes and your homeowner's insurance. These funds are held in an escrow account and paid on your behalf. This amount may change year to year as your town's property tax increases, which will change your monthly mortgage payment. This is normal; make sure to read your annual escrow statement so you are aware of increases or decreases as they occur. Lastly, tax assessments may increase due to the transfer of ownership and any unassessed improvements to the property by the previous owner. Please get in touch with the taxing authority with any questions regarding these changes.

## Homeowners Insurance

As a homeowner with a mortgage, you are required to have homeowners insurance on your property. Your lender will be maintaining this payment for you, but it is your responsibility to maintain active coverage. If you change providers, you will need to communicate this with the servicer. It is a good practice to shop for homeowners insurance every year to see if you can save money.

## Online Payments

Setting up your online payment account with our servicer Dovenmuehle mortgage through [Yourmortgageonline.com](http://Yourmortgageonline.com) will allow you to pay your monthly payment, view your online statements, and check your account status, as well as set up automatic payments from your primary bank.

## Record Your Loan Number

You will want to keep this for future reference when calling about your mortgage. This number is located on your welcome letter and is referenced as "DMI Account Number."

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# Affording Your Mortgage

It's never too late to start a budget! This is the best way to ensure you are always in a position to pay essential bills. Below are some basics.

## Be Proactive With Your Bills

If you can't pay your bills, don't ignore them. Contact your creditors as soon as you know you will not have the funds to pay them on time. Review your monthly expenses and then prioritize your funds. Everyone's situation is different, but the usual list would be food, utilities, house payment, and car payment - in that order. Contact creditors and let them know what to expect. The worst thing you can do is ignore them. Most creditors will work with you if they know they will eventually be paid in full. Do not fall into the payday or title loan trap. This is a vicious cycle that can make your situation much worse in the long run. It is better to let a creditor know you will pay late than to pay on time with a payday loan and then be faced with trying to pay off exorbitant interest and fees on these types of cash advances.

## Budget For Regular Maintenance And Unexpected Repairs

Some experts suggest budgeting one percent of the purchase price of the house for annual maintenance and repairs.

## Adhere To A Regular Savings Plan

Think about it as paying yourself first. Regularly putting a portion of each paycheck into savings helps create a sense of financial stability. Many financial advisors suggest saving five percent of your take-home pay.

## Always Keep An Emergency Fund On Hand

Saving money isn't always easy, but having an emergency fund set aside can make dealing with unexpected events, such as replacing the water heater when it suddenly springs a leak, much easier. If you don't already have such a fund, it's a good time to start one. You'll be glad you did.

NH Housing offers our clients an emergency repair loan to assist with large unplanned home repairs, such as roof repair, septic systems, water heaters, and others. *See Resources for Homeownership Section.*

## Know What Bills Are Due And When

Compare the timing of your set expenses (such as your mortgage, utilities, car payments, etc.) with your pay schedule. If you get paid weekly, you need a different strategy than if you get paid monthly. In either case, a checking account will provide an easy way to pay your bills and help you keep track of what you spend.



Based on the home's history of gas or electric use, the company estimates the annual cost and divides it by 12 months. You are billed for the same monthly amount, though the utility company still tracks your usage. Once a year, the company adjusts your average monthly payment up or down according to your actual use. You then pay that amount over the next year. This helps with budgeting since you know how much that bill will cost.

## Know How You Spend Your Money

Get in the habit of saving receipts. Jot down what they're for if they're not itemized. This is an easy way to keep track of your cash expenditures. Then, categorize all of your expenses for an entire month. If money is tight, look for ways you can economize. You will have to do your own analysis, which will help you see where your money is being spent and help you make adjustments as needed.

## Plan For Large, Periodic Expenses

Expenses such as property taxes, homeowner's insurance (if they're not paid by the lender), car insurance, and water bills can be put on a "budget calendar" that shows the approximate amount of the expenses and when they come due.

## Plan Ahead For Major Purchases

Whenever you purchase something on credit, look carefully at the financing terms, including the APR. Often, the retailers that offer the easiest terms (no payments due for three months financing) actually charge the highest interest rates. Shop around. Try to save for things you need rather than buying them. You'll pay less, and you may decide that you'd rather use the money for something else.

## Financial Counseling & Budgeting Help

If you find that affording your mortgage is becoming difficult, there are resources to help. New Hampshire allows homeowners to contact #211. This program will connect you with resources who can assist you with budgeting, pre-foreclosure help, and more.

# Answering Your Questions

## **Who Is Dovenmuehle Mortgage Inc.?**

Dovenmuehle Mortgage Inc. is a partner of New Hampshire Housing that provides loan services for their borrowers.

## **Is My Personal Information Kept Private?**

We respect the privacy and security of your personal information. Just like you, we want all of your personal information kept that way -personal and private. Our staff adheres to the detailed privacy policy that is enclosed in this packet for your review.

## **How Do I Make My Payment?**

You may make your payments online through Dovenmuehle Mortgage's Borrower Connection at *Yourmortgageonline.com*, by auto pay, or by mail. For more information, please see page one of this packet.

## **When Is My Payment Considered Late?**

Your payment is due on the first day of the month. Late charges are assessed to the loan if payment is received after the 16th of the month. Postmarks are not considered when determining late payments.

## **What Do I Do if My Payment Is Going To Be Late?**

Notify us as soon as you know your payment will be late. Through our free advisement service, a servicing team member will help you with a plan to get back on track. Any payment past 30 days could impact your credit rating.

## **What Do I Do If I Cannot Make My Monthly Payment?**

Notify us as soon as you know your payment will be late. Through our free advisement service, an advisor will help you with a plan to get back on track.

## **Can I Defer A Payment To The End Of The Loan?**

Our mortgage loans do not allow deferment of payments. If you are having problems making your payment, please contact us immediately. We may have other options that can help.

## **Can I Use A Debit Or Credit Card To Make My Payment?**

We are able to accept debit card payments, but do not have a system in place to process credit card payments. Debit card payments can be made online or with a representative over the phone.

## **How Do I Add, Remove, Or Change A Name On My Loan?**

We cannot add people to a loan, but we can update the name of an original borrower. Send a photocopy of the legal document showing the name change and a written request with your loan number to customer service at New Hampshire Housing Finance Authority Mail Stop 1290 1 Corporate Drive, Suite 360 Lake Zurich, IL 60047-8945. In some cases, names can be removed from a loan. To find out more about this, contact customer service.

## **What Is An "Owner Occupancy Requirement?"**

Some loans require that the borrower occupy the home for the life of the loan. If you must move, for example, because of a job transfer, contact customer service with your new address, phone number, and plans for the home. We may approve a waiver of this requirement.

## **Why Does My Payment Change When I Have A Fixed Rate?**

On a fixed-rate loan, the principal and interest portion of your payment do not change. However, the escrow portion of your payment may change. The escrow payment is affected by increases or decreases in the tax and homeowners insurance bills we pay from your escrow account.

## **I Just Received A Property Tax Bill; Do I Have To Pay It?**

You will receive a bill (or a copy of the bill) from your town/city clerk's office, generally twice a year. We will receive the same information electronically and pay your taxes from your escrow account.

## **How Do I Learn More About My Property Tax?**

Contact your tax office in the town/city where you purchased your home.

## **I Received A Bill From My Homeowners Insurance Company, Do I Have To Pay It?**

Your homeowners insurance is paid from your escrow account. We should receive a bill directly from your insurance company. However, if you receive your homeowners insurance bill, contact your insurance agent and make sure the mortgagee clause is:

New Hampshire Housing Finance Authority  
PO Box 961292  
Fort Worth, TX 76161-0292  
Fax to: 1-855-640-4865





# Answering Your Questions

Be sure your insurance agent has NH Housing Finance Authority listed as your lender and knows your loan is escrowed so they can bill Dovenmuehle Mortgage directly. Provide them with your loan number so your bill can be processed promptly. You, or your agent, can upload the new insurance policy at [Ihaveinsurance.com/mortgage](http://Ihaveinsurance.com/mortgage). Make sure your loan number is on the binder to ensure proper placement.

## Do I Have To Have Homeowners Insurance?

Yes. Homeowners insurance is a requirement of your loan, and protects your investment from fire, theft, and other dangers. If you do not obtain your insurance, lender-placed insurance will be purchased for you, and you will have to pay through your escrow.

## What Is Mortgage Insurance?

Mortgage insurance from a private company or a government agency makes loans available with little or no down payment. Private mortgage insurance is generally required when the loan-to-value of the home is greater than 80%. Although paid for by the borrower, the policy insures the lender against default.

## Contacting Customer Service

If you do not find the assistance you need at Borrower Connection, our customer service representatives are available to provide you with answers to questions regarding your home loan. Be sure to have your loan number handy.

### Borrower Connection:

Access all your account information online at [Yourmortgageonline.com](http://Yourmortgageonline.com).

### Customer Service and Automated Phone Pay:

Number 1.888.781.8634

### Hours of Operation:

9 a.m. to 8p.m. EST.  
Monday - Friday

### Email:

[MortgageServices@nhhfa.org](mailto:MortgageServices@nhhfa.org)

### Mail Payments to:

New Hampshire Housing Finance Authority  
PO Box 371306  
Pittsburgh, PA 15250-7306

## Using Borrower Connection

Borrower Connection is our secure, online tool to help you manage your account.

### Creating an Account

Have your loan number handy. It can be found in the letter that came with this packet.

1. Go to [Yourmortgageonline.com](http://Yourmortgageonline.com) and click "Register" located at the top right corner of the page.
2. Enter your loan number, the last four digits of your Social Security number, and the ZIP code of your property address.
3. Click "Submit".
  - a. To complete the registration, you will complete the reCAPTCHA.
4. Next you will create a username and password for your account.
5. After submitting your Username and Password, you will be taken to the payment dashboard where you can find your statements, pay your mortgage, and obtain vital information.

## Payment Site & App Download



## Scan to view

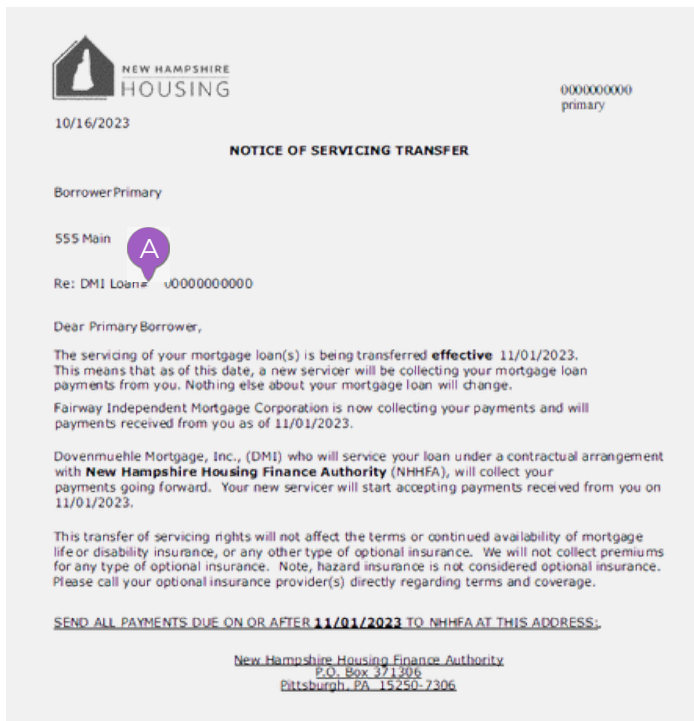


# In Your Mailbox

## Included In Welcome Packet

### Welcome Letter

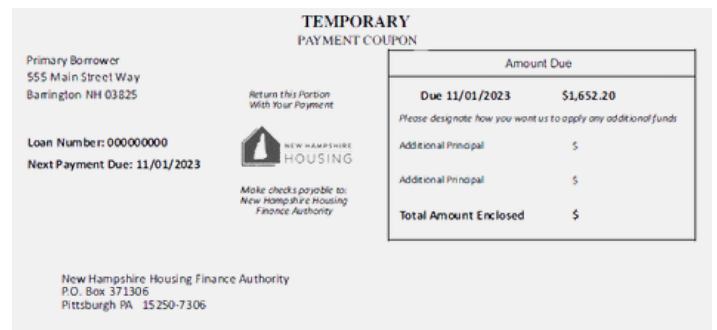
In this welcome packet, you will find a few different items that you will want to review. First will be your Welcome Letter, also known as the “Notice of Service Transfer Letter.” This letter provides an explanation of the effective date and place to mail your payment. It is important that you update any automatic payments you may have established to ensure timely delivery to the new servicer. This document will also provide you with your DMI Loan number **(A)**. See image below.



### Temporary Payment Coupons

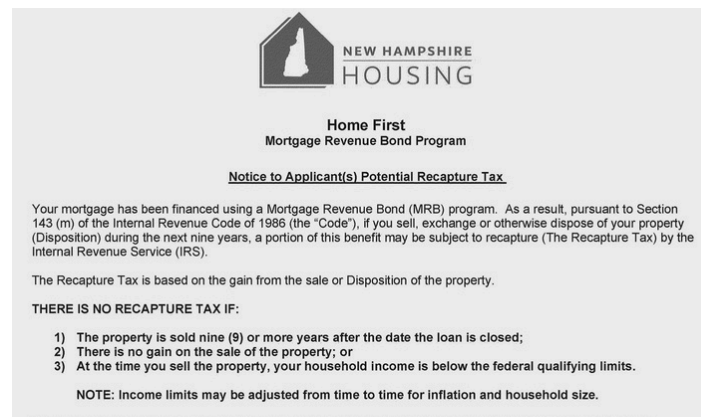
Coupons are included in this welcome packet, which provides you with the payee details and information you need to set up your online bill pay or automatic payments.

See image below.



### Home First loans & MCC Tax Credit Recipients

Homebuyers who obtained a Home First Loan or received a MCC Tax Credit will receive an additional document explaining how the Recapture Tax works. While you should already be aware of the Mortgage Revenue Bond Recapture Tax requirements, it is important to note that the Recapture Tax applies only to those who meet the criteria. Please speak with a tax professional upon the sale of your home to see if it applies to you.



# Annual Disclosure Statements

You will receive two statements from us each year. One is a year-end statement that lists the amounts applied as interest, taxes, insurance, and principal paid on your mortgage balance during the prior year. This statement is mailed in January and should be used by you for tax purposes.

The second statement is an escrow account disclosure detailing monthly payments into and out of your account. All borrowers pay principal and interest on their mortgage loan plus an escrow amount that we use on your behalf to pay property taxes and insurance on your home.

Although these are paid from your escrow account, you will still receive information from your town/city and insurance company. This information is for your records. Dovenmuehle Mortgage also receives the bills. If you receive a notice that says an amount is past due, contact our office. We recommend checking with your town/city and applying for any tax reductions that you may qualify to receive.

## Annual Escrow Account Disclosure Statement

To the left is a sample escrow disclosure statement like the one you will receive each year. Page one of the statement shows the current and projected monthly payment information in the upper right-hand corner **(A)**. This provides the breakdown of the monthly payment, including principal, interest, and escrow, as well as any additional amounts included in the monthly payment. The monthly escrow payment is 1/12 of the total amount necessary to fund your escrow account for the upcoming year.

The next section of the statement **(B)** provides a projection of payments to and disbursements from your escrow account for the next twelve months. We typically plan on disbursing amounts due for taxes and insurance in the same month they were due the previous year. If too much or too little is being collected, the amount collected for escrow in each payment will be adjusted. This will cause your overall payment to increase or decrease based on that change. The total anticipated tax and insurance disbursements are divided by twelve since the analysis covers one year, and the result represents the base escrow amount.

Section **(C)** includes the projected escrow balance summary, the required balance, and whether or not the account is expected to have a shortage or a surplus. The statement will display the shortage amount if the calculation indicates an insufficient account balance. We will divide the shortage by 12 and add this amount to the escrow payment, as shown in **(B)**. If this amount causes a financial hardship, please get in touch with NH Housing. The last part of this section explains how we determine the amount of the new escrow payment.

Continued On Next Page...

### EXAMPLE OF ESCROW ACCOUNT DISCLOSURE STATEMENT - PAGE 1


New Hampshire Housing Finance Authority  
1 Corporate Drive, Suite 360  
Lake Zurich, IL 60047-8945

ANTICIPATED ESCROW ACCOUNT DISBURSEMENTS  
MORTGAGE INS \$1,003.32  
CITY TAX, HAZARD \$3,688.00  
INS Total \$976.00  
\$5,667.32

ANNUAL ESCROW ACCOUNT DISCLOSURE STATEMENT  
AND CHANGE OF PAYMENT NOTICE PREPARED FOR  
ACCOUNT NUMBER: 000000000000  
ESCROW ANALYSIS DATE: 12/28/2023

Borrower's Name  
555 Main Street Way  
Barrington, NH 03825-3142

NEW PAYMENT IS AS FOLLOWS:  
Principal and Interest \$1,179.17  
Required Escrow Payment \$472.27  
Shortage/Surplus Spread  
Optional Coverages  
Buydown or Assistance Payments  
Other  
Total Payment \$1,651.44  
New Payment Effective Date: 02/01/2024



New Hampshire Housing Finance Authority has completed an analysis of your escrow account, and has adjusted your mortgage payment to reflect changes in your real estate taxes or property insurance. The escrow items to be disbursed from your account over the next twelve months are itemized above.

ESCROW ACCOUNT PROJECTION FOR THE COMING YEAR

The following estimate of activity in your escrow account from 02/2024 through 01/2025 is provided for your information. All payments we anticipate receiving as well as disbursements we anticipate making on your behalf are included, along with the Projected Escrow Account Balance, derived by carrying forward your current actual escrow balance. The Required Escrow Account balance displays the amount actually required to be on hand as specified by Federal law, State law and your mortgage documents, and may include a cushion of up to 1/6th of your Annual Disbursements. Please retain this statement for comparison with the actual activity in your account at the end of the next escrow account computation year.

MONTH	PAYMENTS TO ESCROW ACCOUNT		PAYMENTS FROM ESCROW ACCOUNT				ESCROW ACCOUNT BALANCE	
	MIP/PMI	TAXES	FLOOD	HAZ. INS.	SPECIAL	PROJECTED	REQUIRED	
STARTING BAL						\$1,607.68	\$1,166.07	
FEB	\$472.27	\$83.61				\$1,996.34	\$1,554.73	
MAR	\$472.27	\$83.61				\$2,385.00	\$1,943.39	
APR	\$472.27	\$83.61				\$2,773.66	\$2,332.05	
MAY	\$472.27	\$83.61				\$3,162.32	\$2,720.71	
JUN	\$472.27	\$83.61	\$1,869.00			\$1,681.98	\$1,240.37	
JUL	\$472.27	\$83.61				\$2,070.64	\$1,629.03	
AUG	\$472.27	\$83.61		\$976.00		\$1,485.30	\$1,041.69	
SEP	\$472.27	\$83.61				\$1,871.96	\$1,430.35	
OCT	\$472.27	\$83.61				\$2,260.62	\$1,819.01	
NOV	\$472.27	\$83.61				\$830.28	\$830.28	
DEC	\$472.27	\$83.61	\$1,819.00			\$1,218.94	\$388.67 *	
JAN	\$472.27	\$83.61				\$1,607.60	\$777.33	
Total	\$1,003.32	\$3,688.00		\$976.00			\$1,165.99	

\*Indicates your projected low point of \$830.28. Your required reserve balance is \$388.67. The difference between the projected low point and required reserve balance is \$441.61. This is your escrow surplus amount. The escrow surplus amount in your escrow account is \$50.00 or more. The surplus amount will be refunded to you in the form of a check that either (a) is included with this statement or (b) if your loan is current as of the date of the escrow analysis and your refund check is not included with this statement, it will be mailed to you within 30 days.

If you have questions regarding this analysis, please write our Customer Service Department at New Hampshire Housing Finance Authority, 1 Corporate Drive, Suite 360, Lake Zurich, IL 60047-8945 or call toll free 1-888-781-8634, Monday through Friday, 9:15 am to 8:00 pm, EST.



### Annual Escrow Account Disclosure (Cont'd)

If you have a shortage and would like to pay the shortage in full instead of having the shortage payment added to your monthly amount, you can pay using the coupon attached at the bottom of page one of the escrow account disclosure statement. If the analysis indicates that you have more money than is required, the statement will notify you that there is a surplus. As long as your loan is current, any surplus of more than \$50 will be refunded to you.

Page two of the escrow account disclosure statement shows your escrow account history **(E)**. This section displays what payments and disbursements have occurred **(F & G)** since your last escrow analysis. From this, you can compare the estimate to what actually happened. The estimated numbers and the actual numbers may not match. This is not uncommon, as taxes and insurance can change within the year. A summary will appear below the account history. For most accounts, the lowest an account should go during the year is 1/6 of the total escrow amount being paid over the course of the year. This is to ensure there is a cushion in case taxes or insurance turn out to be higher than anticipated.

### Real-estate Settlement Procedures Act (RESPA)

RESPA\* is a federal guideline to assist mortgage servicing organizations in the collection and distribution of escrow funds. RESPA regulates the maximum amount of escrow money that mortgage servicers may collect and hold in an escrow account. Mortgage servicers may collect additional escrow payments (up to two months worth) from borrowers to prevent escrow balances from dropping below a certain amount.

We have included a section about RESPA regulations (as required by law) on each statement.

Review your statements closely because your mortgage payment may be affected. The statement reflects any changes in your monthly mortgage payment, including any surplus, refund, or shortage

*\*Please see RESPA Policy on next page.*

### Annual Escrow Disclosure Statement

ANNUAL ESCROW ACCOUNT DISCLOSURE STATEMENT - ACCOUNT HISTORY							SAMPLE	
Account Number: 0000000000				Name: Borrower Primary				
<p>This is a statement of actual activity in your escrow account from 10/2023 through 01/2024. Last year's projections are next to the actual activity. Your mortgage payment for the past year was \$1,652.20 of which \$1,179.17 was for principal and interest and \$473.03 went into your escrow account. An asterisk(*) indicates a difference from a previous estimate either in the date or the amount. A 'Y' indicates a projected disbursement or payment.</p>								
MONTH	PAYMENTS TO ESC. ACCT.		PAYMENTS FROM ESC. ACCT.		DESCRIPTION	ESCROW BAL. PROJECTED	COMPARISON	
	PROJECTED	ACTUAL	PROJECTED	ACTUAL			PROJECTED	ACTUAL
<b>E</b> STARTING BAL						\$0.00	\$0.00	\$2,258.42
OCT		\$2,258.42 *				\$0.00	\$2,647.84	
NOV		\$473.03 *		<b>F</b> \$83.61 *	FHA INS	\$0.00	\$3,037.26	
DEC		\$473.03 *		\$1,819.00 *	CITY TAX	\$0.00	\$1,218.26	
JAN		\$473.03 *Y		\$83.61 *Y	FHA INS	\$0.00	\$1,607.68	
Total	\$0.00	\$3,677.51	\$0.00	\$2,069.83				

OVER THIS PERIOD, AN ADDITIONAL \$0.00 WAS DEPOSITED INTO YOUR ESCROW ACCOUNT FOR INTEREST ON ESCROW.

EXAMPLE OF ESCROW ACCOUNT DISCLOSURE STATEMENT - PAGE 2

**If you have questions about your escrow account disclosure statement, please contact us at 888.781.8634**

# Terms and Policies

## TERMS

**Deficiency** - negative escrow balance.

**Discretionary Items**- additional items may be available to you, such as accidental death insurance. You can choose to have these items paid through your escrow account.

**Escrow Account** - this account is set up on your behalf to pay property taxes, FHA or private mortgage insurance, and hazard/flood insurance throughout the year (flood insurance is not required on all homes). The money used to pay taxes and insurance comes from a portion of your monthly mortgage payment.

**FHA Insurance** - insurance paid to the Federal Housing Administration (FHA) to secure mortgage loans.

**Hazard Insurance** - homeowners insurance is necessary to cover fire or other damages to a borrower's property as described in the insurance policy.

**Occupancy Tax Assessment** - a county tax on some newly constructed homes in addition to property taxes.

**Principal and Interest (P&I)** - your monthly principal amount plus interest payment.

**Payment Rounding Adjustment**- to simplify accounting, all payments are rounded to the next dollar.

**Private Mortgage Insurance** - insurance paid to a private mortgage insurance company insuring mortgage loans in case of default.

**RESPA (Real Estate Settlement Procedures Act)** - a federal guideline to assist mortgage lending and servicing organizations in collecting and distributing escrow funds. RESPA regulates the maximum amount of escrow money mortgage servicers may collect and hold in an account.

**Shortage** - an escrow account shortage occurs when an insufficient amount is collected to pay taxes and insurance on a borrower's home. We collect shortages over a minimum 12-month period.

**Surplus** - an escrow account surplus occurs when more funds are collected for taxes and insurance than are needed to pay on your behalf. We refund any surplus amounts in excess of \$50 to you within two weeks of the completed Annual Escrow Disclosure Statement, if your account is not delinquent. Surpluses less than \$50 are used to reduce the next 12 months payments.

## RESPA POLICY

The following is outlined in the Real Estate Settlement Procedures Act (RESPA) (12 USC 2605) Section 6. For more information, please refer to this act. During the 60 days following the effective date of the transfer of the loan servicing, a loan payment received by your older servicer before its due date may not be treated by the new servicer as late, and a late fee may not be imposed on you. Section 6 of RESPA (12 USC 2605) gives you certain consumer rights. Send a "qualified written request" to your loan servicer concerning the servicing of your loan. Your servicer must provide you with a written acknowledgment within 20 business days of receipt of your request.

A "qualified written request" is a written correspondence, other than notice on a payment coupon or other payment medium supplied by the servicer, that includes your name and account number and your reasons for the request. No later than 60 business days after receiving your request, your servicer must make any appropriate corrections to your account and must provide you with written clarification regarding any dispute. During the 60-day period, your servicer may not provide information to a consumer reporting agency concerning any overdue payment related to such a period or qualified written request.

A business day is any day, excluding legal public holidays (state or federal), Saturday and Sunday. Section 6 of RESPA also provides for damages and costs for individuals in circumstances in which servicers are shown to have violated the requirements of that section. You should seek legal advice if you believe your rights have been violated.

## Privacy Policy

This notice is in accordance with federal law enacted in June 2000. There is no action required on your part. The notice is for informational purposes only.

### Your Privacy

We respect the privacy and security of your personal information. Just like you, we want all your personal information kept that way - personal and private.

This notice describes the privacy policy and practices we follow.

### Safeguarding Customer Information

We will only grant access to nonpublic personal information, as defined by federal law, about you to employees who need it to perform their job responsibilities or as otherwise required by law or legal process. Furthermore, nonpublic personal information is provided only to our contracted service providers as necessary to administer or enforce your transaction.

Even if you are no longer our customer, we will continue to treat your nonpublic personal information like we would if you were still a customer. In addition, we maintain physical, electronic, and procedural safeguards to store and secure information about you from unauthorized access, alteration, and destruction.

Any agreements entered by our company with nonaffiliated third parties to provide services for us or to make products or services available to you contain specific conditions requiring those companies to safeguard the confidentiality of this information and not use it for any other purpose.

### Collection of Information

We obtain only the information needed to process your loan application and service your home loan.

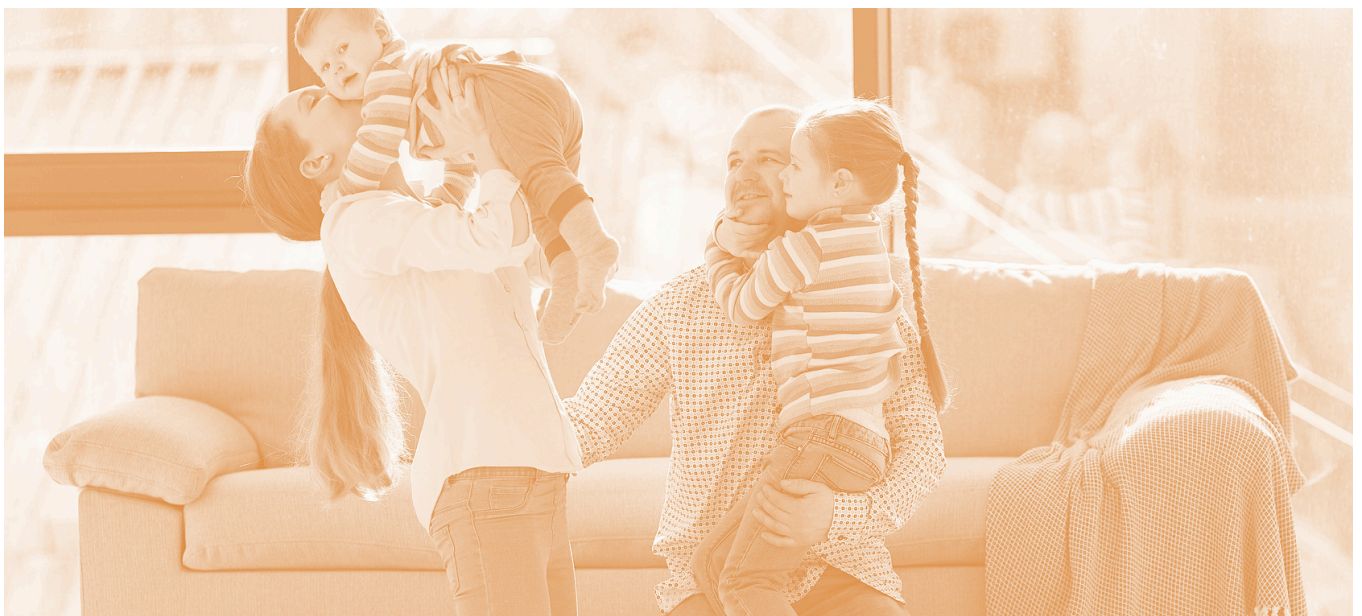
The following lists the sources of nonpublic financial information we receive from you. We collect information from:

- Forms (such as a loan application) filled out online, by phone, or in person. Examples of information we collect include your name, address, Social Security number, credit history, and other financial information.
- Transactions with us, such as payment history, account balance, and other transaction records.
- Credit reporting agencies, such as information about your credit worthiness and credit history.
- Third-party verification

### Sharing of Information

- We do not disclose, or reserve the right to disclose, nonpublic financial information about its current or previous customers except as permitted by law or with customer permission.
- We do not disclose any nonpublic personal information for our current or previous customers with nonaffiliated third-party marketers offering their products and services. While we may offer financial products and services of our third-party providers, we control all information used to make such offers.

Thank you for allowing us to service your home loan. We value your business and are committed to protecting your privacy.



# Resources For Homeownership

## Home Maintenance Checklist

Regular home maintenance reduces costly repairs. Check your exterior, plumbing, HVAC, appliances, and security regularly to keep your home in top shape. Use this list for monthly and seasonal updates.

### MONTHLY

- Clean or replace HVAC filters
- Clean kitchen drain/garbage disposal
- Deep clean
- Unclog drains
- Test/inspect each smoke alarm, CO detector, & fire extinguisher

### SPRING

- Clean gutters & downspouts
- Vacuum fridge coils
- Clean and/or replace windows & screens
- Inspect roof & siding for damage
- Sharpen lawn mower blades
- Refinish exterior wood surfaces (e.g. deck)
- Inspect driveway and other concrete paths
- Service air conditioning unit
- Clear lint from dryer vent
- Inspect septic tank (if applicable)
- Fertilize your lawn

### FALL

- Service heating system
- Vacuum fridge coils
- Schedule a chimney sweep
- Put outdoor furniture in storage
- Fix weather stripping and seal cracks
- Rake leaves
- Winterize sprinklers and hoses
- Aerate lawn
- Drain sediment from hot water heater
- Clean gutters & downspouts
- Clean window wells

### SUMMER

- Check your home for insect activity
- Vacuum fridge coils
- Mulch garden beds
- Clean kitchen hood and exhaust fan filter
- Ensure ceiling fans run counter-clockwise
- Clean grill and fill propane tank

### WINTER

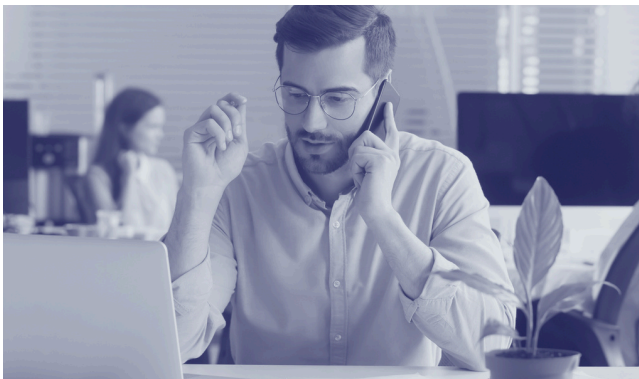
- Remove screens
- Vacuum fridge coils
- Install storm windows and doors
- Clean kitchen hood and exhaust fan filter
- Test your sump pump
- Ensure ceiling fans run clockwise

### New Hampshire's Resource Hotline

211 NH serves as the link for New Hampshire residents to access the latest resources through expert Information and Referral Specialists. This service is accessible 24/7, 365 days a year, with multilingual support and TDD access. Individuals outside New Hampshire can reach out by dialing 866.444.4211 or by visiting them online at 211NH.org.

211 NH is an effort by Granite United Way, supported by donors and partners such as Eversource, the State of New Hampshire, Volunteer NH, and local United Ways.

At some point, we all need help. This resource is available when we do.



**COMPLETELY CONFIDENTIAL • FREE • ACCESSIBLE 24/7 • 180 LANGUAGES**



### Emergency Home Repair Loan (EHRL)

This program is designed to assist NH Housing borrowers when an emergency occurs in their home that is not covered by homeowners insurance and affects the livability of their home. We can also look at requests that have an environmental impact on the homeowner. These are originated directly through NH Housing. To see if you qualify, call 800.649.0470.

#### Key Points

- Up to \$25,000
- 15 -Year Term
- Used for major repairs not covered by insurance, such as septic systems, wells & roofs.

### Granite State Independent Living (GSIL)

Granite State Independent Living's trained staff can consult with you around your accessibility needs and provide referrals to licensed vendors throughout the State of New Hampshire. In many cases their trained staff can assist in establishing a plan and identifying funding sources for your accessibility project. No matter what your needs are their goals are the same, to keep you safe and in your own home. Services include: stair lifts, wheelchair ramps, grab bars, vehicle modifications, bathroom modifications and durable medical equipment. To connect with GSIL, call 603.228.9680 or visit GSIL.org.





# Auto Pay Enrollment



## AUTOMATIC PAYMENT PROGRAM ("APP")

**Do you want to save time and postage every month? Explore the Dovenmuehle Mortgage, Inc. Free Automatic Payment Program (APP).**

### HOW DOES THE PROGRAM WORK?

Once you sign up with APP, we will automatically deduct your mortgage payment from your checking or savings account each month. We will send a notification to your financial institution to transfer the exact amount of your mortgage payment on the date you choose in the form below from your checking or savings account to us. You will receive information about the transaction each month on your financial institution's statement.

### WHAT ARE THE ADVANTAGES?

Convenience. You will no longer have to write a check each month for your mortgage payment. No Checks. No stamps. No envelopes. No trips to the mailbox. APP will save you time and money. Security. You'll have peace of mind knowing that your monthly mortgage payment was made automatically and on time. You won't have to worry about forgetting to mail your check.

### "APP" IS FREE AND EASY

There is absolutely no charge for our APP service. We offer it to our customers because it assures prompt and accurate mortgage payments. It is simply more convenient for you and us.

### CAN I STILL MAKE ADDITIONAL PRINCIPAL PAYMENTS OR ESCROW DEPOSITS?

Yes! If you want to make additional payments, either designate below the amount of the principal curtailment to be withdrawn in addition to your monthly payment or simply mail a check for the desired amount the first week of the month. Additional escrow can be mailed anytime. Please include your mortgage account number and the words "additional principal" or "escrow deposit" on the face of your check.

### HOW CAN I BEGIN THIS CONVENIENT SERVICE?

It's very simple. Just fill out the authorization agreement and return it to us. Please enclose a pre-printed voided blank check or savings account deposit slip with the authorization agreement (write "void" across the face of your check or a savings deposit slip from a current savings account).

The authorization agreement and your voided check or savings deposit slip will give us the accurate information we need to begin your APP service and start saving you time and postage. We will notify you in writing which month's payment will begin your APP service. Usually, processing takes about 45 days. However, please continue to make your normal mortgage payments, UNTIL YOU ARE NOTIFIED BY DOVENMUEHLE MORTGAGE, INC. WITH A CONFIRMATION LETTER. If you have any questions, please call us at 800-669-4268. One of our Customer Service Representatives will be happy to answer your questions or provide you with more information.

### CAN I CANCEL THE "APP" SERVICE?

The APP service may be canceled by sending us a written notice prior to your next due date, to the address listed below.

### WHAT HAPPENS IF I CHANGE MY FINANCIAL INSTITUTION?

If you move your checking or savings account from your current financial institution to another one, you must complete a new authorization agreement and mail it to us along with a pre-printed voided blank check or savings account deposit slip before the 10th of the month. You can request an additional form by calling our Customer Service Department at 800-669-4268. When we receive the new form and your voided check or savings account deposit slip, please allow 2 to 3 weeks for the change to occur. We will notify you when the APP service begins on your new account.

**PLEASE RETAIN THIS PAGE FOR YOUR RECORDS AUTHORIZATION AGREEMENT FOR MONTHLY AUTOMATIC PAYMENT DOVENMUEHLE MORTGAGE, INC., 1 CORPORATE DR. SUITE 360 LAKE ZURICH, IL 60047-8945**

I (we) hereby authorize Dovenmuehle Mortgage, Inc., and its successors, assigns, authorized agents or any entity servicing my loan on their behalf (hereinafter called THE LENDER) to initiate mortgage payment debit entries (which may vary from the amount indicated below with future changes in escrow, principal and interest components, as applicable) to my (our) Checking or Savings Account indicated below and the depository named below to debit the same to such account. I (we) understand that if any debit entries under this authorization are returned for insufficient funds or otherwise dishonored, I (we) will promptly send THE LENDER the total monthly payment due, plus any late charge(s) or other fees due under my mortgage. I (we) authorize THE LENDER to electronically credit my (our) account if necessary, to correct erroneous debits. I (we) agree that ACH transactions I (we) authorize comply with federal law. This authorization is to remain in full force and effect until THE LENDER has received written notification from me (us) of its termination in such time and in such manner as to afford THE LENDER a reasonable opportunity to act upon it. THE LENDER may terminate this agreement at any time, with written notice sent to me.

**PLEASE CONTINUE TO MAIL YOUR PAYMENTS UNTIL WE NOTIFY YOU OF YOUR DRAFT DATE**

### AUTOMATIC PAYMENT PROGRAM ("APP")

**Mortgage Loan Number:** \_\_\_\_\_

I (we) hereby authorize Dovenmuehle Mortgage, Inc., and its successors, assigns, authorized agents or any entity servicing my loan on their behalf (hereinafter called THE LENDER) to initiate mortgage payment debit entries (which may vary from the amount indicated below with future changes in escrow, principal and interest components, as applicable) to my (our) Checking or Savings Account indicated below and the depository named below to debit the same to such account. I (we) understand that if any debit entries under this authorization are returned for insufficient funds or otherwise dishonored, I (we) will promptly send THE LENDER the total monthly payment due, plus any late charge(s) or other fees due under my mortgage. I (we) authorize THE LENDER to electronically credit my (our) account if necessary, to correct erroneous debits. I (we) agree that ACH transactions I (we) authorize comply with federal law.

**DEPOSITORY INSTITUTION INFORMATION:**

NAME: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_

ZIP CODE: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

ABA ROUTING NUMBER:

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ACCOUNT TYPE: CHECKING:  or SAVINGS:

DATE: \_\_\_\_\_

BORROWER'S PRINTED NAME: \_\_\_\_\_

BORROWER'S SIGNATURE: \_\_\_\_\_

AUTHORIZED BANK ACCOUNT HOLDER PRINTED NAME: \_\_\_\_\_

AUTHORIZED BANK ACCOUNT HOLDER SIGNATURE: \_\_\_\_\_

DATE OF WITHDRAWAL: PLEASE CHOOSE THE NUMBER OF DAYS AFTER YOUR PAYMENT DUE DATE (INDICATED ON YOUR MORTGAGE NOTE) THAT YOU WOULD LIKE THE PAYMENT TO BE DRAFTED.

0  1  2  3  4  5

DAYS AFTER PAYMENT DUE DATE.

BORROWER INFORMATION: DAY

PHONE: \_\_\_\_\_

EVENING PHONE: \_\_\_\_\_

PAYMENT INFORMATION:

MONTHLY PAYMENT AMOUNT: \$ \_\_\_\_\_

ADDITIONAL PRINCIPAL ONLY (EXCLUDING PAYMENT AMOUNT): \$ \_\_\_\_\_

This authorization is to remain in full force and effect until THE LENDER has received written notification from me (us) of its termination in such time and in such manner as to afford THE LENDER a reasonable opportunity to act upon it. THE LENDER may terminate this agreement at any time, with written notice sent to me.

PLEASE CONTINUE TO MAIL YOUR PAYMENTS UNTIL WE NOTIFY YOU OF YOUR DRAFT DATE

**[PLEASE ATTACH PRE-PRINTED VOIDED CHECK OR DEPOSIT SLIP HERE]**

Please enclose a voided blank check or savings account deposit slip with the authorization agreement. Simply write "void" across the face of your check or a savings deposit slip from a current savings account. Please ensure a valid routing number is provided. The routing number can only begin with a 0, 1, 2 or 3.

**PLEASE CONTINUE TO MAIL YOUR PAYMENTS UNTIL WE NOTIFY YOU OF YOUR DRAFT DATE**





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603.472.8623 | 800.640.7239

TDD: 603.472.2089

Info@nhhfa.org

**NHHomeownership.org**



New Hampshire Housing promotes, finances, and supports housing solutions for the people of New Hampshire.