

Belonging Never Felt Better®



October 11, 2019

Important Information Regarding Mortgage and Business Loans

As we prepare for our computer system upgrade on November 2-4, it's essential that we keep you informed on changes that affect you. As part of the upgrade:

- **Mortgage and Business Loans:**

- **Loan numbers will change to 4 digits;** refer to the enclosed insert for details.
Note: the new number will not affect any term/ condition of your loan.
- Monthly loan information will be included with your month-end statement that includes your Coast Central account information. Payment coupons will no longer be part of statements. When making monthly payments, please always include your member number and new loan number.
- S3 Sweep Accounts will no longer be used.
- Monthly automatic payments and transfers:
 - **If you use auto pay from a Coast Central account,** your transfers will be updated with the new number. For your first payment following November 4, please verify the payment was done correctly. If not, contact us at (707) 445-8801, x 385 for Mortgage Loans and x 620 for Business Loans so we can assist you.
 - **If you transfer funds from another financial institution,** please provide your Coast Central member number and new 4-digit loan number to that institution.

- **Mortgage Loans – Escrow Accounts:**

- If Coast Central currently pays your Property Taxes or Homeowners Insurance, Flood Insurance, or Private Mortgage Insurance, **you will now have an escrow account referred to as “0400 Escrow Share.”**

Your new loan number may be obtained from any Member Services Branch or by calling (707) 445-8801, x 385 for Mortgage Services or x 620 for Member Business Services. Thank you for your understanding through our upgrade process. We appreciate your membership.

Coast Central Credit Union