



Dear Member,

We're creating an exceptional credit union for you and putting together the pieces for a Membership Upgrade to integrate operations. As we continue to transition your Dallas Credit Union membership to a full service Neighborhood Credit Union membership, we would like to assist you in accessing your Home Equity or Improvement loan in Neighborhood CU's Online Banking at myncu.com.

Beginning February 4th you will be able to see your home loan when you click for account details in Online Banking. To learn how to enroll as a new user in Online Banking please visit myncu.com/dcu.

Once logged into Online Banking click on the loan titled 'mortgage' and you will be directed to e-Status our dedicated home loan portal. As a first time user please accept the terms and conditions. Once accepted you will have access all of these features about your home loan and more:

- Payment Breakdown
- Account Information
- Loan Memos
- Payment History
- View your statement and documents
- Payoff Request form
- Paid principal, interest, and tax amounts

If you currently have an automatic home loan payment set up, that will continue to be paid as it is today. None of the details of your home loan will change with these enhanced features. We just want to continue to provide the best online tools and service for you.

As always, we are here to help. If you need any assistance or have questions about your home loan, please email us at Mortgage@myncu.com or call our Mortgage Team at 214.748.9393 x2605. For more information about the Membership Upgrade weekend, please view our full merger guide at myncu.com/dcu.

Thank you for your patience and continued membership.

Sincerely,

Cherise Riley
Mortgage Manager
Neighborhood Credit Union