Getting Started Guide for Ocwen Transferred Loans

For Previous Ocwencustomers.com Users:
Most previous users of Ocwen’s website (Ocwencustomers.com) will be able to re-use the same username and simply complete a short setup process. To verify and complete the setup process, from the home page of MortgageQuestions.com, enter the Ocwen username and default password, which is the last six digits of your Social Security Number into the login fields and follow the prompts. Eligible accounts will then be prompted to create a new password and select three new security questions and answers before logging in.

Ineligible accounts or users who did not previously have a username at Ocwencustomers.com will need to re-register by clicking the “Register for Online Access” link from the home page of MortgageQuestions.com.

To Register as a New User on MortgageQuestions.com

1. Click the “Register for Online Access” link to get started:
2. Complete the required registration information – including your first and last name, full Social Security Number, valid email address, and 10-digit loan number (with leading zeros if less than 10 digits). You can find this on the Good-bye letter you received from Ocwen, or on the Hello letter you received from PHH Mortgage Services. Choose a secure username and password that meets the criteria, confirm the password, and click “Next Step”.

3. Select three security questions and fill in the answers, then click “Save and Proceed to Log in.”

4. After completing the registration steps, you’ll return to the MortgageQuestions.com home page – simply type in the new username and password --- then click “Log in” to get started.

If you need any assistance along the way, please call 1-877-744-2506 for assistance Monday – Friday 8:00am – 9:00pm ET and Saturday 8:00am – 5:00pm ET.