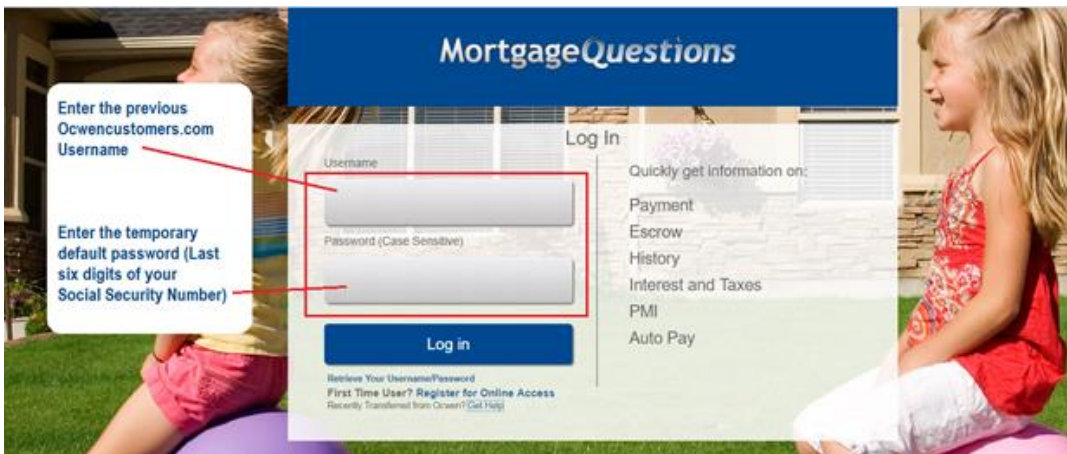


MortgageQuestions

Getting Started Guide for Ocwen Transferred Loans

For Previous Ocwencustomers.com Users:

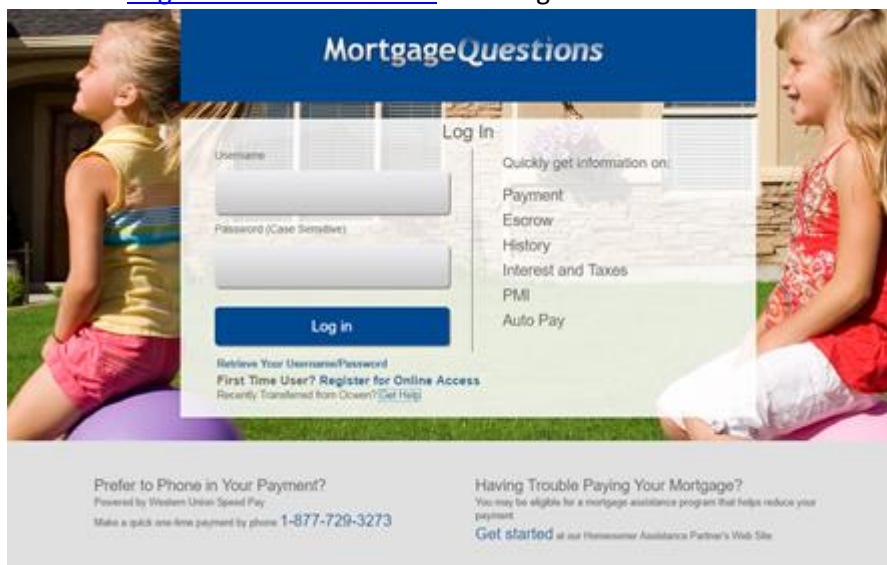
Most previous users of Ocwen's website (Ocwencustomers.com) will be able to re-use the same username and simply complete a short setup process. To verify and complete the setup process, from the home page of MortgageQuestions.com, enter the Ocwen username and default password, which is the last six digits 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:



- 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”.

The screenshot shows the 'Sign Up' page for MortgageQuestions. The header includes the logo and a contact number: 'Have Questions? Call us 800-449-8767'. The main heading is 'Sign Up' and the sub-heading is 'Step 1 of 2 - General Information'. A note indicates that an asterisk (*) denotes a required field. The form contains several input fields: First Name, Last Name, Social Security Number, Email Address, Mobile Phone Number (Optional), Loan Number, Username, and Password. To the right of the form is a promotional box titled 'Manage Your Account Online Today!' which lists benefits of online account management, such as 24/7 access, automatic payments, and paperless delivery. Below this box is a section for 'Paperless Delivery' explaining that users can receive account notices online.

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

The screenshot shows the 'Sign Up' page for MortgageQuestions, specifically 'Step 2 of 2 - Create Your Security Questions'. The header is identical to the previous screenshot. The main heading is 'Sign Up' and the sub-heading is 'Step 2 of 2 - Create Your Security Questions'. A note states 'Answers are Not case sensitive.' The form consists of three identical rows, each with a 'Question' dropdown menu and an 'Answer' text field. At the bottom of the form is a blue button labeled 'Save & Proceed to Log in'.

- 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.