




TANDEM SERVICING


Tandem Online Services


USER GUIDE

Welcome! How can we help you?

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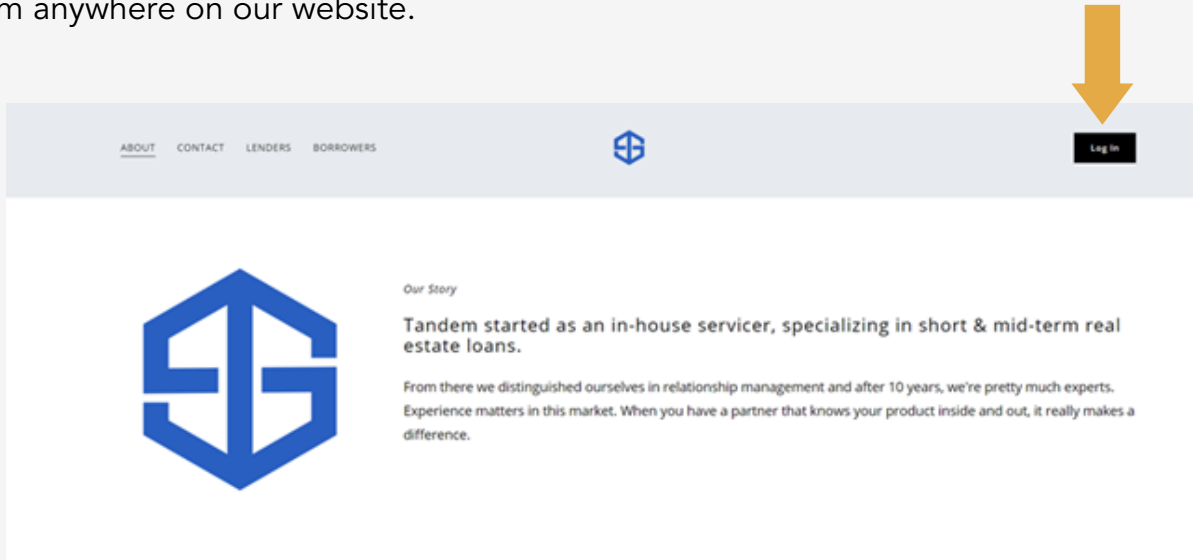
 425-588-0030

 info@tandemservicing.com

 www.tandemservicing.com

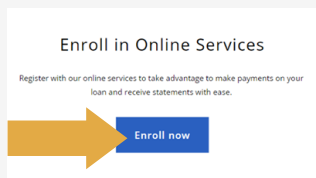
Enroll in Online Services

1. To sign up for Online Services, go to www.tandemservicing.com/login or click Log in from anywhere on our website.



2. Click Enroll Now, then fill out the Application for Online Access.

- All the fields in the form are required.
- You will need your 10-digit account number, which can be found on your billing statement and your Welcome letter. If you don't know your 10-digit account number, please call us at 425-588-0030 or email us at info@tandemservicing.com



APPLICATION FOR ONLINE ACCESS

User Info Agreement Credentials

General Information

First Name

Last Name

Social Security Number

Date of Birth

Phone

ZIP

Account Number (10 digits no spaces or dashes)

Email

Next

Enroll in Online Services

3. Read and accept the following disclosures by checking the box and click Next.

APPLICATION FOR ONLINE ACCESS

User Info Agreement Credentials

D. Disclosure of Account Information

You authorize Tandem Servicing to disclose to selected third parties information about your account or the transactions you make:

- When necessary for completing transactions; or
- In order to comply with government agency or court orders, or to give information to any government entity having legal authority to request such information; or
- If you give us permission.

E. Other General Terms

In addition to this Agreement, you agree to be bound by and will comply with the requirements of any Tandem Servicing guidelines, Your Promissory Note, the rules and regulations of any applicable funds transfer system, and all applicable State and Federal laws and regulations. We also agree to be bound by them. Tandem Servicing reserves the right to terminate this Agreement and your access to Online Services in whole or in part at any time.

I agree to these terms and conditions

Print

Back Next

4. Create your Account by choosing a username, password, and security question. Hit Finish to complete your enrollment.

- Passwords must be at least 6 characters in length and contain both numbers and letters. Don't use your SSN or username.
- Tandem Servicing does not have access to view or modify your responses to the security question, so be sure to choose something you'll remember.

User Info Agreement Credentials

Security

Choose Username & Password

User Name

Password

Confirm Password

Password Strength Weak

Security Phrase

Secret Question

Secret Answer

Secret Strength

- Question must contain at least 10 characters
- Question must contain at least 4 words

Back Finish

Make payments online

- Online payments are one-time transactions that can only be submitted on the current date. To sign up for recurring payments, please contact us at loanservicing@tandemservicing.com.
- Payments are accepted 24/7 but if scheduled after 5pm PST, will not be processed until the following business day. Business days are Monday-Friday, excluding Federal holidays.
- Only a bank account can be used to make online payments. Please have your account and routing number ready.

1. To make payments online, sign into your Online Services account. Go to www.tandemservicing.com/login, then click [Make a Payment](#).

2. Once signed in, click Loan Payments in the main navigation and fill out the payment submission form by following the **bolded** steps below.

The screenshot shows the Tandem Servicing online payment interface. At the top, there is a navigation bar with links for **LIST OF ACCOUNTS**, **LOAN PAYMENTS**, **CUSTOMER OPTIONS**, and **CONTACT US**. Below this is the **ACCOUNT LIST (1)** section, which is a summary of all active accounts. An orange arrow points from the **LOAN PAYMENTS** link in the navigation bar to the **LOAN PAYMENT** section below.

The **LOAN PAYMENT** section has the subtitle **MAKE PAYMENTS TO EXISTING LOANS** and a progress bar with three steps: **Loan Payment Info** (completed), **Verify** (current step), and **Success** (pending).

The main heading is **Make a Loan Payment**. Below it is a disclaimer: "Payments submitted after 9 PM PST will be processed next business day. I agree and understand that all payments scheduled are subject to the [Tandem Servicing Online Services Terms and Conditions](#)".

The **Select a Loan** section contains a dropdown menu. An orange arrow points to this dropdown with the instruction: **Select the loan to pay**.

Below the dropdown, the following loan details are displayed:

Next Payment Due:	2/1/2022
Payment Due Now:	\$25,890.74
Misc Fees:	\$0.00
Late Charges:	\$0.00
Total Next Payment Amount:	\$25,890.74

The **Pay From Account** section has a radio button selected for **Enter an External Account**. It contains two input fields: **Routing Number** (with value 12345678) and **Account Number** (with value 1234567891011). An orange arrow points to the Routing Number field with the instruction: **Enter your routing number**. Another orange arrow points to the Account Number field with the instruction: **Enter your accounting number**. Below these fields, the **Account Type** section has two radio buttons: **Checking** (selected) and **Savings**. An orange arrow points to the **Checking** radio button with the instruction: **Select your account type**.

The **Payment Option** section has two radio buttons: **Interest: \$25,890.74 due on 2/1/2022** and **\$25,890.74 due on 2/1/2022**. An orange arrow points to the second radio button with the instruction: **Select the second option that shows the next payment due date**.

At the bottom of the form, there are two buttons: **Reset** and **Next**. An orange arrow points to the **Next** button with the instruction: **Click Next to submit payment.**

View your Account History

Please allow a few days after funding for your new loan to appear on your account. If you do not see the loan prior to the first payment due date please contact us for assistance.

1. To view your Account list, sign into your Online Services account. Go to www.tandemservicing.com/login, then click [Make a Payment](#). Once signed in, you can see the following **bolded** details of your account.

ACCOUNT LIST (1)
SUMMARY OF ALL ACTIVE ACCOUNTS

Loan Accounts

Search Accounts

Options Account Balance Available Balance

Property Location and Full loan number

Summary Of Accounts

Total Loan Accounts Balance

Combined balance of all the loans in your account

Loans Current Principal Balance

Note: If you have a Construction loan, the available credit reflects in the Loan Balances as well. This figure might not be your principal owed.

2. To view the history of draws and payments on a specific loan, click the Account number and select the appropriate date range. Hit Enter to filter your loans.

ACCOUNT HISTORY

Filter Results

Account name and loan number

From 01/27/2021 To 11/08/2021

Which items to display?

All Checks Non-Checks

REMAINING BALANCE

Filter

Account Details

Download History

Select Download Format

Available credit

Select date range

Date	Description	Check	Principal	Interest	Other	Balance
9/3/2021	Increase Reserves more...				\$419.05	\$95,512.00
7/13/2021	Decrease Reserves more...				(\$22,231.81)	\$95,512.00
7/13/2021	Increase Reserves more...				\$22,231.81	\$95,512.00

View your e-statements and billing notices



ENROLL IN TANDEM SERVICING'S E-STATEMENTS TO GO PAPERLESS!
It's faster, more secure, and good for the planet.

1. To view or enroll in e-statements, [sign into your Online Services](#) account. If you're already signed in, click on List of Accounts in the main navigation. Click the hamburger icon (three lines) icon to open the list of Options and then choose View E-Statements.

ACCOUNT LIST (1)
SUMMARY OF ALL ACTIVE ACCOUNTS

Loan Accounts

Search Accounts

Options	Account ▲	Balance	Available Balance
☰			\$0.00
🕒 Account History		Totals:	\$0.00
📄 Account Details			
📄 View E-Statements			🖨️ Print
✍️ Change Description			

2. From here, you can click on which statement you'd like to view and go to Statement Preferences to enroll in e-statements. View statements from other loans by clicking the drop down next to the Property Address and Loan Number.

eStatements
VIEW PAST STATEMENTS

📄 eStatement ⚙️ STATEMENT PREFERENCES

Select an Account

Property Address and Loan Number ▼

2021

Sort from newest to oldest

📄 August 2021

📄 September 2021

📄 October 2021

Update your profile or mailing address

To update your profile or mailing address, [sign into your Online Services](#) account. If you're already signed in, click on Customer Options in the main navigation, and then select Manage Profile. From here, you can update your password, username, contact information, security questions, and mailing address.

Password Update

To update your password, you must have your current one. Your password must be at least 6 characters, include both numbers and letters, cannot be your username or SNN, and cannot be one of your previous passwords.

Address Restrictions

Your mailing address cannot be a PO Box.

Hit Submit

Hit Submit for each update you make to ensure your changes are saved.

YOUR NAME
User Profile

Password

Current Password
New Password
Confirm New Password

Weak

Submit

Username

Current Username
New Username

Submit

Email

Delete	Edit	Email Address	Primary	Receive Alerts	Status	Dial Control
<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Add Another

Phone

Delete	Edit	Type	Phone	Alerts

Add Another

Address

Addresses are tied to individual accounts, so you can assign a different address for each account you own. Select an account from the dropdown menu to change the address assigned to it, you may also use the "Select all accounts" checkbox to change all addresses on all accounts.

-- Select Account --

Select all accounts

Current Address

Street 1
Street 2
City
State: Select State
Zip

Mailing Address is the same as Physical Address

New Physical Address

Street 1
Street 2
City
State: Select State
Zip

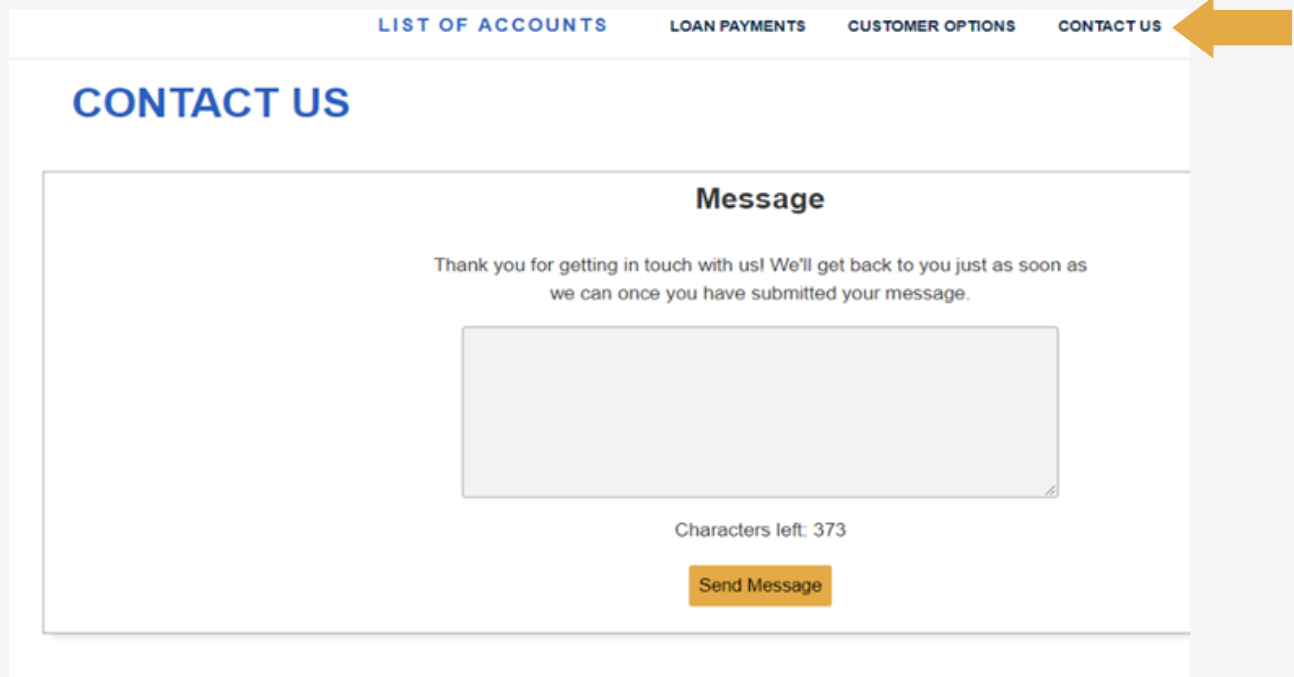
New Mailing Address

Street 1
Street 2
City
State: Select State
Zip

Submit

Contact Online Support

To get help with Online Services or for general customer service, [sign into your Online Services](#) account. If you're already signed in, click on Contact Us in the main navigation. Type a short message and we will reply as soon as possible, but no later than 48 hours from your submission.



LIST OF ACCOUNTS LOAN PAYMENTS CUSTOMER OPTIONS CONTACT US

CONTACT US

Message

Thank you for getting in touch with us! We'll get back to you just as soon as we can once you have submitted your message.

Characters left: 373

Send Message

If you can't sign into your account but need support, please reach out to us via phone or email.

Tandem Servicing

Hours of Operation

Monday -Thursday 8am - 5pm PST
Friday 8am to 4pm PST

☎ 425-588-0030

✉ info@tandemservicing.com

🔗 www.tandemservicing.com