

READY TO PAY OFF YOUR LOAN? CONGRATS!

There are generally three steps involved.

1 REQUEST A PAYOFF STATEMENT

Log in to your mortgage account at Secure.CMGHomeLoans.com then navigate to Assistance & Requests and select Payoff Statement from the dropdown - OR - contact us at 866-659-8989.

There's no fee and we'll send the payoff statement **within two business days** (depending on loan status).

NOTE: You must authorize a third-party to request a payoff statement on your behalf.

2 SUBMIT THE FUNDS

Payoffs must be made in certified funds. We accept wire transfers, cashier's/certified checks, or money orders. Your payoff statement will include instructions on how and where to pay.

FYI - In addition to the unpaid principal balance, the total amount due may include pro-rated interest and other fees/charges owed.

3 PROCESS THE PAYOFF

What to expect after we process your payoff funds:

- We'll send a refund of any overpayment and/or remaining escrow funds to your mailing address within 20 business days. **Relocating?** Prior to paying the loan in full, update your mailing address in the My Profile section of the online portal.
- We'll send the lien release and any other applicable documents (timing varies by state).



PAYOFF QUOTE EXPIRATION

Payoff quotes expire after a set period of time. If there is a delay in submitting funds, we recommend you request a new payoff statement.



AUTOPAY CANCELCATION

You should cancel your recurring payment at least three (3) business days prior to the draft date to avoid an unintended draft from your bank account while the payoff is being processed.