

Welcome to CMG Home Loans!

We believe homeownership is more than an milestone - it's where your story unfolds. Whether it's your first place or your forever home, we're here to help you make the most of it.


Your Servicing Journey Begins Now

From easy online account access to real people ready to help, we're all about making your experience transparent and hassle-free - from your first payment to your last.

The **CMG Home Loans Welcome Guide** is designed to make managing your mortgage simple. Here's what you'll find:

 **Ways to Pay**
Options for paying online, by phone, or mail.

 **Setting up and exploring your online account**
Simple steps to register, enroll in AutoPay, and manage your mortgage anytime.

 **Self-service options**
When you just want to do it yourself.

Set Yourself Up for Success

Here are the **top three** things you should do on Secure.CMGHomeLoans.com to streamline your servicing journey.

- Set up AutoPay
- Enroll in paperless delivery
- Explore the informative resources - after all, knowledge is power!

Ways to Pay



Online

Visit Secure.CMGHomeLoans.com

- Setup AutoPay (Monthly or BiWeekly)
- Make one-time payments



By Phone

Call **866-659-8989**

- Use the automated system; or
- Speak to a customer care agent



By Mail

Send checks to:

CMG Home Loans
PO Box 660714
Dallas, TX 75266-0714

Use your bank's online bill pay service?

Make sure it is updated with the above mailing address.



Visit Welcome.CMGHomeLoans.com for additional info on what you can expect with CMG Home Loans.



866-659-8989



Secure.CMGHomeLoans.com

CMG HOME LOANS

Rev. 10/2025

Setting Up Your Online Account

Secure.CMGHomeLoans.com

Don't have an online account with CMG?

Select "[Click here](#)" and follow the prompts to:

- Create your account
- Create your password
- Connect your mortgage

Explore the portal and make yourself at home - online!



Payments and Activity

- Click **Set Up AutoPay** to enroll in a Monthly or BiWeekly payment schedule.
- Click **Make a Payment** to make a one-time payment (now or future dated).
- View **pending payments** and **payment history** - including items paid out of escrow.



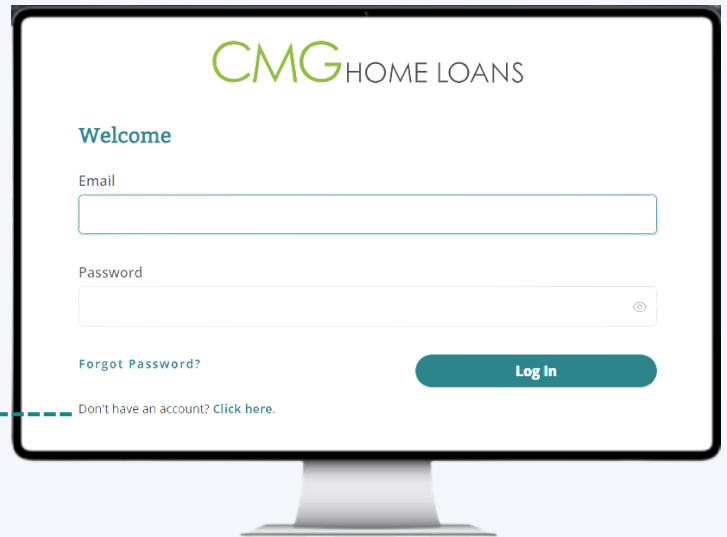
Documents Center

- Retrieve **billing statements**
- View other important **loan documents and notices**



Escrow Details

- View **escrow details** - including the account balance, monthly payment breakdown, date of your last analysis, and when your next analysis is scheduled to happen.
- View **upcoming payments** for taxes and/or insurance.



My Profile

- Update your **contact info** - phone number, email address, and mailing address.
- Manage **communication preferences** to enroll in paperless delivery and text notifications.
- Change your **password** and enable **two-factor authentication** to protect your account.



Assistance and Requests

- Navigate here when you **need help**
- Submit requests, notify us of a life event or issue, or send a message.



Resources and Support

- Visit the **Education Hub** to learn more about mortgage topics and our online portal, plus important info for new and existing customers.
- Visit the **Help Center** to get quick answers to FAQs, details on our services, and more.

Self-Service Features

Want to get info, make a change, or submit a request without speaking to a human?

Our self-service features let you do just that. Simple, convenient, and available 24/7.



Login at Secure.CMGHomeLoans.com - OR - call our automated phone system at **866-659-8989**.

What Would You Like to Do?

Self-Service Availability

Verbal Phone Prompts

Make a Payment



"Make a payment"

Set Up AutoPay



Enroll in Paperless Delivery



Update Contact Information



"Update my..."

Obtain Loan Information



"Loan Information"

Obtain Escrow Account Information



"Escrow account"

Request a Payoff Quote



"Payoff my loan"

Obtain Copies of Loan Documents



Notify of a Life Event (Death, Divorce, etc.)



Request Financial Hardship Assistance



Notify of Disaster Impact



Request a Recast



Prefer to speak to a member of the Home Team? We're here for you.

Call us at **866-659-8989**

Monday - Friday 9 a.m. to 9 p.m., ET and Saturday 9 a.m. - 12 p.m., ET

Verbal Prompt: "Speak to an agent"