

IMPORTANT NOTICE TO VYSTAR MORTGAGE HOLDERS

New VyStar Mortgage Account Statement & Payment Submission Change

This is your new VyStar Mortgage Account Statement that will be sent to you each month, separate from your monthly Member Accounts Statements. This change comes as part of regulatory requirements which VyStar and all financial institutions must follow.

What you need to know about your new Mortgage Account Statement:

- Enclosed you will find a sample of your new VyStar Mortgage Account Statement with a detailed description of the various areas and information it will provide you.
- Your Mortgage Account will no longer appear as part of your monthly member statement. Instead, you will receive a free-standing Mortgage Account Statement which will include your prior month's loan history and the amount due for your next month. A remittance coupon has also been added at the bottom of your new statement.
- **Payment coupon books will no longer be available.** Mortgage Accounts that currently receive a coupon book will now receive their new, separate Mortgage Account Statement as a bill, with a remittance coupon at the bottom that can be used to make a payment.

Note: *If you are currently set up to make your VyStar mortgage payments electronically or automatically, **this will not change.** We hope our members will consider an electronic or automatic payment method for all their VyStar loans. It is convenient and easy to set up. A VyStar Representative will be happy to show you how.*

- This change also applies to members who receive electronic statements. All Mortgage Account Members who currently receive monthly e-Statements with their Mortgage information will receive their Mortgage e-Statement, separately. The Mortgage e-Statement will also serve as a bill for payment if you elect this type of payment method.

If you have questions or we can be of further assistance, please contact a VyStar Representative at (904) 777-6000 or 800-445-6289, option 3, or stop by a VyStar branch.

Sincerely,



Dawna Maffett
Vice President Mortgage Servicing

Enclosure

NCP Solutions Template	VyStar Credit Union December 30, 2013
New Mortgage Statement Insert - 2 pages - Nest folded	
PAGE 1	
8 1/2" x 14", 20# white laser stock	
Press Printed 3/0 (PMS 281, 199, & Black / None)	
Approval: _____	
Quantity: _____	Date: _____

1

MORTGAGE STATEMENT

Member Number: 0000001111111
 Statement Date: 12/20/2013
 Mail Code: 5

Sample Member
 123 Any Street
 Some Town, FL 32299

Account Number	00000999999
Payment Due Date	01/01/14
Amount Due	\$1,434.72
If payment is received after 01/16/14, a \$55.87 late fee will be charged.	

2

[THIS IS A SAMPLE]

Account Information	
Outstanding Principal	\$151,625.52
Interest Rate	5.875%
Housing Counselor Information: See back for additional information.	

3

Explanation of Amount Due	
Principal	\$375.09
Interest	\$742.33
Escrow (for Taxes & Insurance)	\$317.30
Insurance	\$0.00
Miscellaneous	\$0.00
Regular Monthly Payment	\$1,434.72
Total Fees and Charges	\$111.74
Overdue Payment	\$2869.44
Total Amount Due	\$4,415.90

4

5

6

7

8

Past Payments Breakdown		
	Paid Last Month	Paid Year to Date
Principal	\$373.26	\$4,361.02
Interest	\$744.16	\$9,048.02
Escrow (Taxes & Insurance)	\$317.30	\$3,891.26
Insurance	\$0.00	\$0.00
Fees	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00
Partial Payment (Unapplied)*	\$0.00	\$0.00
Total	\$1,434.72	\$17,300.30

10

Delinquency Notice	
<p>You are late on your mortgage payments. Failure to bring your loan current may result in fees or foreclosure - the loss of your home. As of December 1, you are 49 days delinquent on your mortgage loan.</p>	
<p>Recent Account History</p> <ul style="list-style-type: none"> • Payment due 11/01/13: Unpaid balance of \$1490.59 • Payment due 12/01/13: Unpaid balance of \$1490.59 • Current payment due 01/01/14: \$1434.72 • Total: \$4,415.90 due. You must pay this amount to bring your loan current. 	
<p>If You Are Experiencing Financial Difficulty: See back for information about mortgage counseling or assistance.</p>	

9

Important Message

11

NCP Solutions Template
 VyStar Credit Union
 December 30, 2013

New Mortgage Statement Insert - 2 pages - Nest folded
 PAGE 2
 8 1/2" x 14", 20# white laser stock
 Press Printed 3/2 (PMS 281, 199, & Black / PMS 199, & Black)

Approval: _____ Date: _____
 Quantity: _____

Transaction Activity (11/21 to 12/20)				
Date	Description	Charges	Payments	
11/30/13	Escrow Interest Payment	\$0.00	\$0.30	
12/05/13	Payment Received - Thank You	\$0.00	\$1,434.70	
12/19/13	Late Charge Assessed for 12/13 payment	\$55.87	\$0.00	

12

See reverse side for a description of each numbered section.

13

AMOUNT DUE

Due By 01/01/14: \$4,415.90

A \$55.87 late fee will be charged after 01/16/14

Please designate how you want us to apply any additional funds.

Additional Principal \$ _____

Additional Escrow \$ _____

Total Amount Enclosed	\$ _____
------------------------------	----------

Make check payable to VyStar Credit Union.

VyStar Credit Union
 P.O. Box 41266
 Jacksonville, FL 32203-1266

1. VyStar Credit Union Contact Information – Name, Address and Phone Number.
2. Loan Number – shows the account number for your loan.
3. Interest Rate – the amount charged for the use of borrowing money for your mortgage, expressed as a percentage of the principal.
4. Principal Payment – displays dollar amount of principal included in the monthly payment. Principal is the amount of money owed on the loan, not including interest.
5. Interest Payment – displays dollar amount of interest included in the monthly payment. Interest is a fee charged for the use of borrowing money for the mortgage.
6. Escrow – displays dollar amount deposited to an escrow account in the monthly payment, if the borrower decides to have the mortgage company set aside an escrow.
7. Total Fees and Charges will include all previously assessed late charges and or other fees due such as a returned check fee.
8. Total Amount Due – displays total amount due for each specific line item. The total amount due generally includes payments for: principal, interest, taxes, and insurance.
9. Delinquency Notice box – will only appear if loan is 45 days or greater past due.
10. Past Payments Breakdown – shows how the payments since the previous statement were applied, as well as year to date totals paid for each category listed.
11. Important Message box – will only appear under certain conditions, and may include important messages and/or information regarding partial payments (unapplied).
12. Transaction Activity – shows all transactions on the account since the previous statement. This may include payments received, escrow disbursements, escrow interest, any fees assessed, etc. Any late charge will designate the month and year for which the payment is assessed. (i.e. – 12/13 for December 2013 payment)
13. Remittance Coupon – please return this portion with your payment if mailing payment to VyStar or making a payment at the branch. Loans set up on automatic transfers will show “Auto Transfer” instead of a remittance amount.

Please Note: VyStar Credit Union is **no longer** issuing mortgage coupon books. Instead, your Mortgage Account Statement will have a remittance coupon at the bottom which can be used to make your payment. If you are already using an electronic method for making your payments, this will not change. For members who would like to set up electronic or automatic payments, or if you have questions about your new Mortgage Account Statement, please contact a VyStar Representative at (904) 777-6000 or 800-445-6289, option 3, or stop by a VyStar Branch.