

Q. Who can my Client contact if they are experiencing difficulties logging into their That's My Mortgage (TMM) account for the first time?

- a. Please have your Client reach out to the TMM Client Advocates available Monday - Friday 8:30 a.m. - 9:00 p.m. ET and Saturday 10:00 a.m. - 4:00 p.m. ET.

 **(800) 410-2199**

 **Help@ThatsMyMortgage.com**

Q. Who appears to be the sender on TMM process & notification emails?

- a. As their LO, your company name will appear in the "From" line on the emails so your Client is familiar with the name. Your direct contact information will be in the email signature of each email.

Q. What is the web address for returning TMM users?

- a. www.thatsmymortgage.com/signin



Q. How can my Client reset their password?

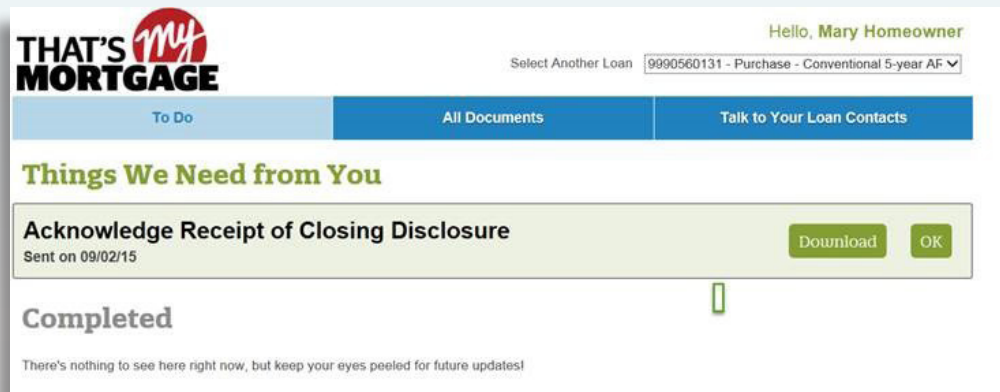
- a. Please instruct your Client to follow the online prompt located on the TMM login page to retrieve their access (see above). If problems persist, please have them reach out to the TMM Client Advocates.

Q. What if my Client has not received any notification emails from TMM?

- a. Have your Client check their junk mail as their email account may have auto-spammed the emails. If your Client has checked their spam folder and they still do not have any emails, please have them reach out to the TMM Client Relations team for assistance. The email address may have simply been entered incorrectly during registration process.

Q. If my Client does not acknowledge the CD Acknowledgement, will this hold up their closing?

- a. Potentially, as the CD Acknowledgment must be acknowledged three business days prior to closing. Your Client will see items require action under the **To Do** tab.



Q. What documents can my Client e-sign?

- a. Upon their first entry in the TMM Portal, your Client will sign an e-consent agreement. Once they have signed this document, they are able to e-sign the following: The Intent to Proceed, Appraisal Delivery Waiver and the CD Acknowledgment. **Please note that signing the e-consent form is not the same as signing the Intent to Proceed.**

Q. What if my Client prefers to e-consent, but I've already uploaded a wet signed Intent to Proceed to the Portal?

- a. If your Client would like to continue the process with e-consent, they need to complete the e-sign agreement with TMM to e-consent to all documents moving forward within three business days of their account creation. If more than three days have passed, the Client should contact the TMM team to reset their account.

Q. Can I contact the TMM team directly to change the Client's email or other information?

- a. No. Only the Client may contact the TMM team.