Borrower Portal FAQ

To make payments online, please go to mymobilitytrustaccount.com/login
or visit mobilitytrust.com and click "Make A Payment" on the top right ribbon to be directed to the payment portal.

1. How do I sign up?

- Click 'eServices Sign Up' and complete the enrollment information to create your account.
- Once you fill out your personal information and accept the Terms & Conditions and the Privacy Policy, click 'eServices Sign Up'. Then select 'Link Account' and your loan will be linked.

2. How do I edit my profile information?

- Log in to the borrower portal. You will automatically enter the Home screen.
- Click the "Settings" tab in the menu at the top of the screen (The fourth title with a wheel to
the left).
- On the "Settings" screen you will see two (or three) tabs on the left of the screen: Contact Information, Payment Options and Change Password. (If you chose to make your account using Facebook or Google Plus, you will not see the "Change Password" tab).
- Click the "Contact Information" tab.
- Click the drop-down menu at the top right of the window labeled "Select Account".
- Select the account number you want to edit.
- Click the "Edit" button below the account number drop-down menu.
- Edit your info.
- Click the "Save Changes" button to save your changes.

3. How do I add a payment method or an additional method?

- Log in to the borrower portal. You will automatically enter the Home screen.
- Locate the "Loan Account" panel on the left of the screen.
- Click the "Select Payment Method" button in the panel under your account information.
- Click the "Add New Payment Method" button.
- A window will pop up. Select what type of payment method you would like to add: Card or
ACH.

- For Card: Enter your name, card info, billing address, and billing zip code.
- For ACH: Enter a bank nick name, the account type, your full name, the routing (ABA) number and the account number.
- Click the "Save" button to save your payment method.

4. How do I delete additional accounts or payment methods?

To delete your account(s):
- Log in to the borrower portal. You will automatically enter the Home screen.
- Locate the panel labelled "Loan Account" on the left of the screen.
- Click the drop-down menu at the top right of the "Loan Account" panel (the menu will be displaying the loan account the portal is currently viewing).
- Click on the account number you would like to delete to pull up that account.
- Locate the three vertical dots in the top right corner of the Loan Account panel (under the
account drop-down menu).
- Click the three dots.
- Click "Delete."
- Select either "Cancel" or "Yes, Delete" to keep or remove your account.

To delete a payment method:
- Log in to the borrower portal. You will automatically enter the Home screen.
- Click the "Settings" tab in the menu at the top of the screen (The fourth title with a wheel to
the left).
- On the "Settings" screen you will see two (or three) tabs on the left of this screen: Contact Information, Payment Options and Change Password. (If you chose to make your account using Facebook or Google Plus, you will not see the "Change Password" tab).
- Click the "Payment Options" tab.
- Click the three vertical dots in the top right corner of the payment method you want to delete.
- Click "Remove Card."
- Select either "Cancel" or "Yes, Remove" to keep or remove your payment method.

5. How do I contact my lender through the borrower portal?

- Log in to the borrower portal. You will automatically enter the Home screen.
- Locate the "Lender Chat" panel in the middle of your Home screen.

- Click the "Write message" section of the panel.
- Type your message.
- Click "send."

6. How do I schedule a future payment?

- Log in to the borrower portal. You will automatically enter the Home screen.
- Click the "Schedule" tab in the menu at the top of the screen (The second title with a calendar to the left).
- You will see your "Loan Account" panel on the left side of this screen.
- Click the drop-down menu at the top right of the "Loan Account" panel (the menu will be displaying the loan account the portal is currently viewing).
- Select the account you would like to schedule a payment with.
- Choose a payment method by clicking the "Select Payment Method" button under your account info.
- Select which card you would like to use for this payment.
- Under "Schedule Date," click the small calendar icon on the right side.
- Select the date you would like the payment to be made.
- * If applicable, select the "Payment Frequency" to the right of the schedule date.
- Enter an amount you would like your scheduled payment to be.
- Click the "Schedule a Payment" button.
- A pop-up window will congratulate you on your payment, if successful.
- Click "Close."
- Your scheduled payment will show up to the right of your "Loan Account" panel in the open space.
- On your Home Screen, you will see a "Scheduled" stamp to the right of your name that also verifies the scheduled payment.

7. How do I cancel a scheduled payment?

- Log in to the borrower portal. You will automatically enter the Home screen.
- Click the "Schedule" tab in the menu at the top of the screen (The second title with a calendar to the left).
- On the right of the screen are all the payments you currently have scheduled.
- Locate the payment you would like to cancel.
- Click the three vertical dots on the bottom right of a scheduled payment box.

- Select “Delete
- Select either “Cancel” or “Yes, Delete” to keep or delete your scheduled payment.

8. How do I send myself a receipt of a past payment?

- Log in to the borrower portal. You will automatically enter the Home screen.
- Click the “Receipts” tab in the menu at the top of the screen (The third title with a receipt icon to the left).
- Find the receipt you want to resend by scrolling down or using the filter at the top of the screen.
- Click the three vertical dots on the bottom right of the receipt.
- Select “Email” to email the receipt or “SMS” to text the receipt.
- Enter either an email address or mobile phone number you want to send the receipt to.
- Click the “Submit” button to send the receipt.

9. How do I change my password?

- Log in to the borrower portal. You will automatically enter the Home screen.
- Click the “Settings” tab in the menu at the top of the screen (The fourth title with a wheel to
the left).
- On the “Settings” screen you will see two (or three) tabs on the left of this screen: Contact Information, Payment Options and Change Password. (If you chose to make your account using Facebook or Google Plus, you will not see the “Change Password” tab).
- Click the “Change Password” tab.
- Type in your current password, a new password and then confirm (retype) your new password.
- Tap the “Submit” button to change your password.

10. How do I log out of the borrower portal?

- Click the “Logout” button on the top right of any screen (The last title with a power button
icon on the left).
- Select either “Yes” or “No” to officially exit or remain in the borrower portal.

11. Is my account automatically linked when I log into the borrower portal?

No, you will need additional information to link your account to the borrower portal.
Once you have logged in to the portal either by creating an account or logging in, you can link
your account using these following information:
- Full Social Security number
- Account number
- Zip code

Once that information has been submitted, your account will be linked.

12. Can I view my principal balance in the borrower portal?

Yes, you can view your principal balance in the borrower portal on the Home screen in the "Account Details" panel.
You can also find out what your principal balance is by contacting customer service and requesting the information.

Contact

Please call 804-505-4000 or email Christy Alston calston@mobilityacceptance.com