

Welcome, JP Morgan Chase Bank, N.A. customers!



Our goal is to provide you with personal service and the information you need to make the transition of your mortgage to M&T as easy as possible.

- **Late May:** You will receive an M&T Welcome Kit

By the end of May, you will receive an M&T Welcome Kit in the mail. Please read it carefully and call us at 1-866-791-0661 if you have any questions about the transfer of your account to M&T.

If you set up automatic mortgage payments this service will continue, although there might be a slight delay in the drafting of your June payment.

If not previously enrolled in automatic payments, a coupon for your first payment to M&T is included in the Welcome Kit. Be sure to mail it with your June payment. After June, you will receive monthly statements to manage your mortgage payments.

You can enroll in M&T's monthly automatic payment service by visiting onlinebanking.mtb.com beginning June 8, or calling us at 1-800-724-2224. To enroll in non-monthly drafting, follow the instructions at mtb.com/achenroll.

- **June 4, 2019:** The servicing of your mortgage account will transfer to M&T

- **June 8, 2019:** Your mortgage account information is viewable online

You may now enroll in automatic payments and make payments online.

Beginning June 8, you will have access to your new M&T account information in M&T Online Banking.¹ To view your account information, visit onlinebanking.mtb.com and create a new User ID and Password. Learn more about [how to enroll in M&T Online Banking \(PDF\)](#).

Once you are enrolled in M&T Online Banking, you can set up automatic payments. Learn more about [how to enroll in automatic payments \(PDF\)](#).

You can also [retrieve your monthly statement \(PDF\)](#) through M&T Online Banking.

If you have misplaced your Welcome Letter containing your new account number, you can locate it online using the [account number lookup tool](#). You can also call M&T Mortgage Customer Service at 1-866-791-0661 and we will assist you.

- **June 17-25, 2019:** You will receive your first M&T mortgage billing statement in the mail

This statement will be for your July 2019 payment. View our instructions for [how to make a payment online \(PDF\)](#).

- **August 1, 2019:** M&T may complete an Escrow Analysis Review

Read the [Transfer FAQs](#) to learn more about escrow accounts.

M&T Bank
Understanding what's important®



¹ MGT Use of these features and services requires internet and/or data access through a computer or mobile device. Subject to availability and the same limitations as any service available through the internet. MGT Bank is not responsible for matters that are outside of its reasonable control that might impact availability and functionality. MGT Bank reserves the right to suspend service for any reason at any time. Your mobile carrier's text messaging and data charges may apply. Fees may apply for optional services provided through MGT Online Banking. View the MGT Digital Services Agreement for additional details.

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