



## **Electronic Communications Consent Agreement**

Thank you for submitting a loan application to Citadel Servicing Corporation ("CSC"). The following disclosure is required by the Federal Electronic Signatures in Global and National Commerce Act (E-SIGN Act). Please read this E-SIGN Disclosure carefully and keep a copy for your records.

### **Consent of Electronic Delivery**

By following the "Consent" instructions below, you are consenting to receive any disclosures, notices, terms and conditions or other documents electronically that are related to your current mortgage loan transaction. You are also consenting to receive any other electronic communications that may include important information that you would otherwise receive from us through the mail (such as, but not restricted to, notices regarding the servicing of your loan, our decisions on your loan, loan privacy notices, changes in terms, statements regarding amounts due on your loan and periodic statements, as are required under applicable law). If you do not consent; we will mail these documents to you.

### **Change in How We May Contact You Electronically**

It is your responsibility to provide us with a true, accurate and complete e-mail address, contact and other information related to your mortgage loan transaction, and to maintain and update promptly any changes in this information. Any changes can be made by contacting us at the number or email address listed under contact information.

### **Requesting Paper Copies**

Even after consent, you have the right to receive a paper copy of the disclosures, notices, terms and conditions or other documents related to your current mortgage transaction. If you would like to receive a paper copy at no charge, please contact CSC at the number or email address listed at the bottom of this page. Please include your name and mailing address and be sure to state that you are requesting a copy of the disclosures, notices, terms and conditions or other documents related to your current mortgage transaction.

### **Withdrawal of Consent of Electronic Acceptance of Disclosures and Notices**

If after consenting, you wish to withdraw your consent you can do so by contacting CSC at the number or email address listed at the bottom of this page.

We may treat your provision of an invalid email address or the subsequent malfunction of a previously valid address as a withdrawal of your consent to the electronic delivery of the disclosures, agreements, change notices, terms and conditions, and any other documents.

### **Hardware and Software Requirements**

In order to access, view, and retain your account information electronically, you must have:

- A personal computer or other device which is capable of accessing the Internet.
- An Internet web browser with capabilities to support a minimum 128-bit encryption.
- Software which permits you to receive, access, print and save Portable Document format "PDF" files, such as Adobe Acrobat Reader® version 8.0 and above.
- An e-mail account with an Internet Service Provider and e-mail software in order to participate in our electronic communications program.

In addition, your computer hardware must be able to reliably run the software indicated above. You are also responsible for maintaining your own connection to the Internet. Furthermore, we recommend that you also have a printer connected to the computer so you may print and save disclosures and other information you receive electronically. You understand that you are responsible for installation, maintenance and operation of your computer, computer peripherals, and software. You assume full responsibility of ensuring these requirements are met should any changes be made to your existing computer system. CSC is not responsible for any errors or failures of your computer or its software.

### **Termination/Changes**

We reserve the right, in our sole discretion, to discontinue providing your account information electronically, or to terminate or change the terms and conditions on which we provide account information electronically. We will provide you with notice of any such termination or change as required by law.

### **Consenting**

To consent to the above terms, please print and sign this disclosure and return with your loan application or to the address noted below.

By giving your consent to electronically receive disclosures, notices, terms and conditions or other documents you can significantly shorten the length of time on the federally mandated waiting period.

\_\_\_\_\_  
Date of Signature

\_\_\_\_\_  
Date of Signature

\_\_\_\_\_  
Borrower Signature

\_\_\_\_\_  
Co-Borrower Signature

\_\_\_\_\_  
Borrower Printed Name

\_\_\_\_\_  
Co-Borrower Printed Name

\_\_\_\_\_  
Borrower Email Address

\_\_\_\_\_  
Co-Borrower Email Address

**CONTACT POINTS FOR CITADEL SERVICING CORPORATION**

**MAIL:** 25531 Commercentre Drive, Suite 160, Lake Forest, CA 92630

**EMAIL:** customerservice@citadelservicing.com

**PHONE:** (888) 800-7661

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