



## MORTGAGE SERVICES REFERENCE GUIDE

### Tennessee Member's 1st Federal Credit Union

Mortgage Servicing URL: <https://www.mtgserv.com/MyMembersFirst>

Payment Address: PO Box 219958 Kansas City, MO 64121-9958

### TeleVoice Automated Payment System:

**Phone Number: (855) 562-2133**

If you choose to use this system, you will hear the Welcome Message, then,

- For information in English – Press 1 or information in Spanish – Press 2 (if you do not select a number it will automatically continue in English)
- Asked to enter Loan Number or Social Security Number and Press # Key  
RECOMMENDED: Enter Loan Number and then you will be asked to enter the Last 4 Digits of your SSN to verify
- At this point you can hit the # Key to forward to the options list:
- For Automated Payments - **Press 2**  
At this point you can hit the # Key to forward to the Payment Details  
System will list payment details (Due Date and Current Payment Amount Due)  
Verify this information with the member
- To make the Current Payment Due – **Press 1**
- To make a payment from a Checking Account – Press 1 or a Savings Account – **Press 2**
- IF CHECKING or SAVINGS ACCOUNT  
Press 1 to enter Routing Number  
(System will verify that you are using a correct routing number & repeat number entered)  
Press 1 to confirm Routing Number
- Press 1 to enter Account Number  
(System to repeat number entered)  
Press 1 to confirm Account Number
- Select a date (payments can only be processed on business days)  
Press 1 for Today's Date  
Press 2 to Post Date the Payment – You will be asked to enter the payment in two-digit month, two-digit day and two-digit year format followed by the # Key  
(System will verify the date selected)  
Press 1 to confirm Date
- System will ask you to confirm all information provided  
Press 1 to confirm Payment Details

With your confirmation, you will be given a tracking number, for your records

TruHome Solutions, LLC services members of Tennessee Members 1st Federal Credit Union. If you have any questions about using this system or about anything else regarding your loan, please call us at (855) 562-2133 and select 0 to reach our member services team.