



Dear Gateway Mortgage Customer:

Gateway will conduct a system update to the customer account portal beginning **03/24/21 at 10:00pm CT to 03/25/21 at 9:00am CT. You will not be able to access your account during this time.** Upon logging in after the update, the portal will prompt you to reset the security question and two-factor authentication settings associated with your account.

Our goal is to provide state-of-the-art technology to our customers. This upgrade will not only enhance the security of your login credentials but will also streamline the process when resetting your password.

Here is what you can expect the first time you log in:

- You will be prompted to create one security question and set your two-factor authentication settings.
- If you currently have two-factor authentication enabled for text message (SMS), you will need to opt-in to receive SMS messaging again.
- After logging in, make sure to update any bookmarks to our site.
- That's it! You are ready to resume managing your account online.

If you experience any difficulties logging in to your account, please call Customer Service for assistance at (877) 764-9319, Monday – Friday, 7:30am – 5:30pm CT.

Don't forget, we have paperless billing available for monthly, end-of-year, and escrow analysis statements! You can update the settings in your online account by simply clicking "statements" and selecting the paperless option under preferences. Customers who go paperless will receive an email notification when a statement is available online.

At Gateway, we put people first. Thank you for being a valued customer and for choosing us for your mortgage lending needs!

Customer Care Team

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