



CUSO of Hawaii Services LLC, NMLS# 325608
3465 Waiālae Avenue, Suite 400 • Honolulu, Hawaii 96816



We are pleased to announce **eStatus Connect**, our new online access tool for your mortgage loan serviced by CUSO of Hawaii Services. Beginning April 1st, you will be able to access your mortgage information 24 hours a day, 7 days a week. We plan to expand the capabilities of your online access in the coming months.

To get started, please follow the easy steps below to register for this online service. Aloha Pacific Federal Credit Union members can access the site conveniently through Online Banking without registering.

1 Go to the CUSO of Hawaii Services website at cusooofhawaii.com

In the *Mortgage Loan Access* section, click on the website link: cusooofhawaii.estatusconnect.com

Mortgage Loan Access

Mortgage loan access through eStatus Connect provides online access to view your loan information. eStatus Connect is provided by FICS, a vendor that provides online mortgage services to Aloha Pacific Federal Credit Union and its wholly owned affiliate, CUSO of Hawaii Services LLC. FICS is a separate entity and is not related to Aloha Pacific FCU or CUSO of Hawaii Services LLC. Aloha Pacific Federal Credit Union and CUSO of Hawaii Services LLC are not a party to online transactions made by you on FICS sites.

To access your Mortgage Loan Information, visit the [eStatus Connect website](http://cusooofhawaii.estatusconnect.com)

2 Click on **Register – First Time Users Must Register** to begin

You will need your **Mortgage Loan Number** and **Social Security Number** to register. On the following page, please read through the FICS Click Wrap Agreement and click “I Agree” to continue the registration process.

3 Create your **Username** and **Password** to register

There are some requirements listed for your username and password. A valid e-mail address is required to confirm online access for your account. You will be asked to complete additional security steps which you will verify each time you login to the eStatus Connect site.

4 Setup **Complete!**

You will receive an e-mail from CUSO of Hawaii Services with additional instructions to activate your account.

For Aloha Pacific Federal Credit Union members

1 Log into Online Banking at alohapacific.com

Under the *Additional Services* menu on the main navigation, click on **CUSO Mortgage Loan**.

2 Activation **Complete!**

After you read and agree to the FICS Click Wrap Agreement, you will be able to access the site.

If you should have any questions, please contact CUSO of Hawaii Services by phone at (808) 539-0172 (or U.S. toll free, 1-800-708-2876).



Frequently Asked Questions

eStatus Connect

What is eStatus Connect?

By registering for eStatus Connect, you will be able to access your mortgage information online 24 hours a day, 7 days a week.

What are the browser requirements for eStatus Connect?

eStatus Connect is best viewed using Microsoft® Internet Explorer® version 10+, Mozilla® Firefox® version 11+, Google Chrome™ or Safari® version 6.2+. Make sure your browser is set to accept cookies, is JavaScript enabled and allows for pop-ups.

What information will I need to register for eStatus Connect?

You will need your mortgage loan number, Social Security Number and a valid email address.

Will I be able to make mortgage payments online?

At the present time you will not be able to make mortgage payments using eStatus Connect. However, you may have other options such as your financial institution's electronic bill paying services. Please call CUSO of Hawaii Services at (808) 539-0172, or toll free at 1-800-708-2876 for assistance.

What happens if I forget my username or password?

Click on "I Forgot My Username" or "I Forgot My Password" and follow the instructions. You will then receive an email with your username or instructions to reset your password.

What does it mean when I try to log on to eStatus Connect and I get an error message that states "Our system is currently undergoing routine maintenance and is currently unavailable; please try again at a later time"?

Our database may be down while conducting our daily maintenance, which usually occurs after normal business hours. This interruption, if any, should last for only a short period of time.

What is a Login Token?

A Login Token is a unique key sent to your e-mail address each time you log into eStatus Connect from the CUSO Services of Hawaii website. You will be asked to enter this token as part of the multi-factor authentication process to ensure your account access is secure.

Payoffs

eStatus Connect will furnish current unpaid principal balances, but this is not necessarily sufficient to pay off your mortgage in full. All payoff requests must be made in writing using one of the methods below:

MAIL CUSO of Hawaii Services LLC
3465 Waiialae Ave, Suite 400
Honolulu, HI 96816

FAX (808) 440-0474

E-MAIL cusoloanservicing@kalanet.com

Error Resolution

What happens if I find an error related to my mortgage loan?

If you find an error in your mortgage loan, you have certain rights under federal law related to resolving errors in the servicing of your loan. Please submit your written request about the error to:

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