



## FAQs that will be published for Members:

### When will my 1098 be mailed?

The official deadline for tax statement delivery is January 31. Our intention is to deliver great service by mailing your tax form the second week of January.

### Will I be able to access my 1098 online?

Yes, after we mail the tax form, you can log in to [myCUmortgage - Servicing Digital](#). If you are a Wright-Patt Credit Union member, you can access the Servicing Digital website by clicking on "My Mortgage" in the WPCU website or app. To access the tax form, go to Statements and Documents >> View eStatements.

**Note:** The information on the substitute forms are not your official tax figures or necessarily what will be reported to the IRS.

### How do I submit a research request about information contained on my Year-End Statement?

Please email [MemberCare@myCUmortgage.com](mailto:MemberCare@myCUmortgage.com) or call 877-912-8006.

### Why did I not receive an IRS Form 1098 Mortgage Interest Statement?

There are two possible reasons for this:

1. Our records indicate that no payments were received in the previous calendar year, so there is no tax information to be reported to the IRS.
2. You elected to receive your documents electronically.
  - Visit Servicing Digital at <https://loansphereservicingdigital.bkiconnect.com/mycu>
  - Log in with your username and password to access your mortgage account.
  - Select the Documents tab.
  - Select the Taxes document option. A PDF version of your tax document will be located here.
3. We may have your mailing address incorrect. Verify that your mailing address is correct using one of the following options:
  - Visit Servicing Digital at [myCUmortgage - Servicing Digital](#).
    - Log in with your username and password to access your mortgage account.
    - Once logged in, select the "View Goals" tile.
    - Then select "Manage My Loan" under the Goals section.
    - Next, choose "Loan Contact Info."
    - Confirm your mailing address under your Loan Information. If changes are needed, click "Edit" and make the necessary updates.
    - Press "Save" if you made any updates.
  - Email [MemberCare@myCUmortgage.com](mailto:MemberCare@myCUmortgage.com).
  - Call Member Care at 877-912-8006.