

Getting to know First National



How we help you simplify the way that you manage your mortgage.

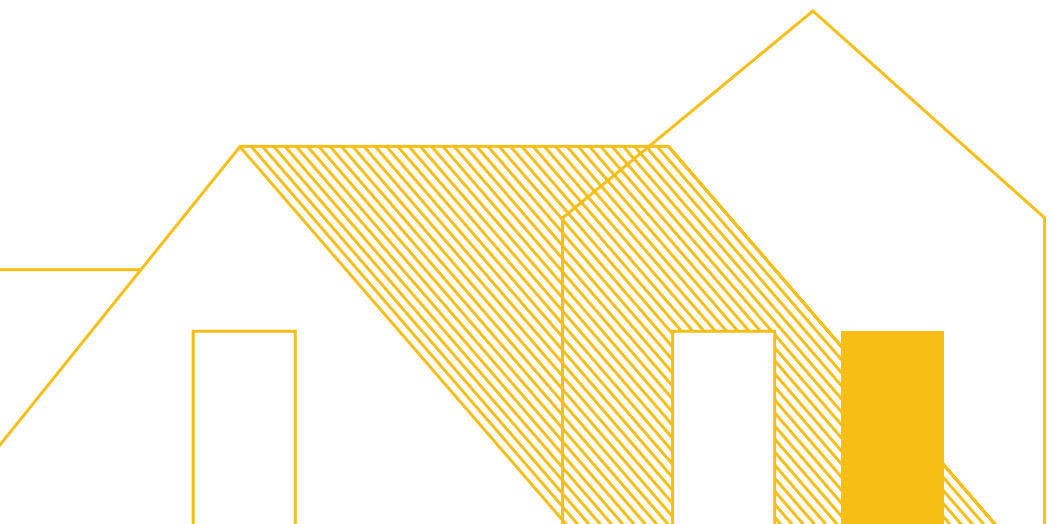
First National has been a leader in residential mortgage solutions for more than 30 years, helping countless Canadians fulfill their dreams of home ownership. We work solely with mortgage brokers. And mortgages are all that we do. It's been that way for three decades and will continue to be that way.

Customers that work with mortgage brokers value our broad product portfolio, flexible options, responsive service and innovative technology. They know that we do everything possible to go beyond service for their brokers, so their brokers can go beyond service for them.

How you manage your mortgage matters to us

Mortgage management is an essential part of our commitment to going beyond service. Brokers and customers consistently tell us that having an easy, convenient and comprehensive way to manage their mortgage is essential.

And they have all of that and more with *My Mortgage*. Launched in 2005, *My Mortgage* offers 24/7, online mortgage management. And it has recently been fully redesigned – fresh look and enhanced usability and functionality – to make mortgage management even easier and more convenient.



Get to Know



With the new My Mortgage, you will be able to access a full range of mortgage management capabilities including:



Track your mortgage details

- Get a snapshot of your remaining principal, remaining term and amortization



Review your mortgage account

- Review your Amortization Schedule
- Convert an adjustable rate mortgage to a fixed rate mortgage
- Access your Annual Statements
- Review your tax account (if applicable)
- Update your fire insurance information
- Print an information statement



Manage your mortgage payments

- Use your prepayment privileges
- Change your payment dates
- Change your payment frequency



Update your mortgage account information

- Update your contact information
- Change your notification preferences
- Sign up for electronic statements



Stay informed

- Figure out how to paydown your mortgage faster with the paydown scenario builder
- Estimate the cost of prepaying your mortgage balance with the prepayment charge calculator

Find out how First National can simplify mortgage management for you, with 24/7 access to a full range of mortgage management capabilities. For more information, visit us at **www.firstnational.ca**.

What our customers are saying



When I started my mortgage, I received a call to go over everything and answer any questions I had. It was really great as this was my first mortgage and made me happy I chose First National.

- Alyssa M., British Columbia



First National goes above and beyond; customers are treated like family, not just another number. As a first-time home buyer I was looking for a mortgage that suited my lifestyle but also a company that had great reputation. With every question I had, First National had the best customer service as I tried to learn about my first mortgage. They were patient, detailed and really tried to personalize things to fit my life. As a first-time buyer this was invaluable to me.

- Chris M., British Columbia



I was surprised by how quickly our file was processed when we bought our first home. The excellent customer service of First National is unique.

- Marc-Olivier T., Quebec



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