

Everything
you need
to **know**
about your

First National Mortgage



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Congratulations & Welcome!

Your own home. Nothing is more exciting. We are honoured to be the financing partner that your mortgage broker chose for one of the largest investments that you'll make in your lifetime. Now that you've signed on the dotted line, we want to make it as easy as possible for you to manage home ownership and your mortgage.

This guide outlines everything you need to know about:

- ➔ **Staying connected** to First National
- ➔ **Paying down** your mortgage faster
- ➔ **Protecting** your home and mortgage
- ➔ **Renewing and refinancing**
- ➔ **Making mortgage plans** when selling your home

Stay in touch with us:

Contact customer service

Call: 1.888.488.0794

Register for *My Mortgage*

24/7 online mortgage management at mymortgage.firstnational.ca

Echelon™ Home Warranty System Program

To make a claim call: 1.888.221.5153

Credit Security Plan™ Life and Disability insurance

For general inquiries call 1.800.295.6472

or email service@creditsecurityplan.com

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Connect

When you're making such a big financial investment, it's understandable that you want to stay on top of it. First National offers online mortgage management, comprehensive annual statements and regular email updates to keep you informed and in control.

My Mortgage

Available 24/7, *My Mortgage* allows you to manage your mortgage when it's convenient for you. With *My Mortgage*, you can:

- ➔ Check mortgage details
- ➔ Make extra payments
- ➔ Use mortgage calculators
- ➔ Access annual statements
- ➔ Update account information
- ➔ Print a mortgage information statement
- ➔ Change payment dates
- ➔ Get a current amortization schedule
- ➔ Review your tax account
- ➔ Chat online with a First National mortgage specialist as you're managing your mortgage (available from 8:30am to 5:00pm EST Monday through Friday).

To learn more about *My Mortgage* features and to manage your mortgage online, visit www.firstnational.ca/mymortgage.

Annual Statements

You can expect to receive your statement by mid-February (we mail them during the first week of February). If you prefer to receive electronic statements, log into *My Mortgage* to sign up.

Email Updates

Want to stay in the know about rates, taxes and trends? Register on *My Mortgage* for First National email updates and receive relevant information on your First National mortgage.

Pay Down

We know that most homeowners want to become mortgage free as soon as possible. We offer a number of pre-payment privileges to help you reach that goal.

Pre-payment options

- ➔ **Annual lump sum payment:** pay up to 15% of your original principal balance on any regular payment date each anniversary year.
- ➔ **Annual 15% payment increase:** increase your payment amount by up to 15% once per year to reduce your principal (only available for fixed rate mortgages).
- ➔ **Double-up:** pay two installments of principal and interest on any regular payment date, with the second payment going directly to your principal.

Payment changes

Throughout the term of your mortgage, you may decide to change your payment frequency or dates. Changing your payment frequency can help you manage your budget more effectively and save on interest costs. Changing dates can help you align your mortgage payments with when you get paid. You can make these changes once every 12 months free of charge.

Make changes to your payment frequency or dates through *My Mortgage* at mymortgage.firstnational.ca or speak to one of our representatives for more information at 1.888.488.0794.

Paying property taxes

To simplify your home's financial management, First National can pay your municipal property taxes on your behalf. We collect your tax payments with your regular mortgage payments and place the funds in a special tax account.

If you would like the convenience and confidence of having First National manage your property taxes, upload a copy of your most recent tax bill through *My Mortgage* at mymortgage.firstnational.ca or by email to escrow@firstnational.ca.



With First National we know we have someone on our side. They make paying down our mortgage so much easier and help us on the road to financial freedom. With several options to modify our payment, we've accelerated our mortgage payoff date and we couldn't be happier.

- Brian J., Ontario

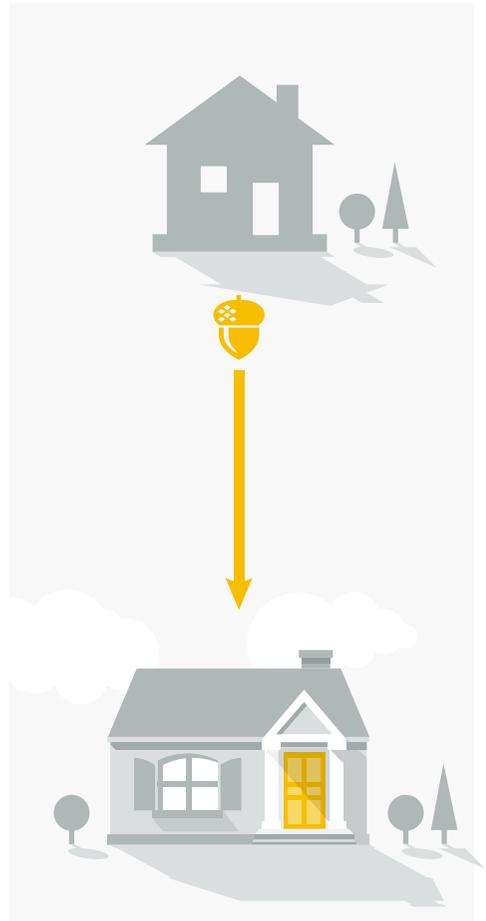
Refinance

You're investing in your home to build equity. After reviewing your goals, you may identify a need to refinance. Refinancing can give you access to some of your equity to help with debts, renovations, family obligations or other investments.

We offer an online mortgage calculator to help you determine the amount of equity that may be available to you and the amount of your mortgage payments going forward. Access the calculator at **www.firstnational.ca/paymentcalculator**.

"I refinanced my property with First National. First of all, the rate I was given was so unbelievably great that I was so thrilled as that meant more cash flow for me. Also, whenever I speak to a customer service representative, they serve me with integrity, honesty, radical transparency and professionalism. I am definitely bringing my business to First National next time because of the exceptional experience I have received."

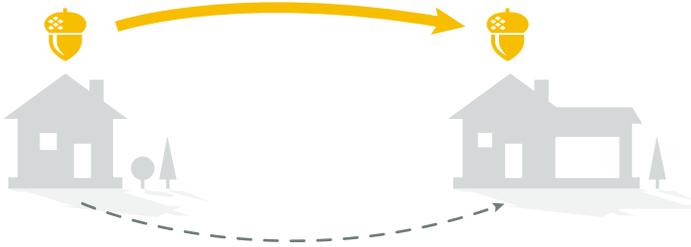
- Iheanyi A., Manitoba



If you would like to review your refinancing options, one of our mortgage specialists can assist you. Contact us at 1.888.670.2111 or speak with your mortgage broker.

Sell

*When the time comes to sell your home, you have some options as to what you can do with your mortgage. You can either choose to port your mortgage, or have someone assume your mortgage.**



Porting: take your mortgage to your new property

- ➔ Keep your existing low mortgage rate
- ➔ Save on discharge fees associated with breaking a mortgage early
- ➔ Maintain your mortgage features and payment conditions

If you require a larger or smaller mortgage for your new property, a First National mortgage specialist can work with you to accommodate your needs.



Assuming: have a buyer take over your mortgage

If your existing interest rate is low, a buyer may be interested in assuming your mortgage with the purchase of your home. We require that the buyer first qualify for a First National mortgage.

*Subject to approval based on current underwriting guidelines.

If you would like to review your refinancing options, one of our mortgage specialists can assist you. Contact us at 1.888.670.2111 or speak with your mortgage broker.

Renew

Throughout the term of your mortgage, a lot can change in your life. As your term nears maturity, it's an excellent time to review your income, financial obligations and personal goals to make sure your existing mortgage solution is still a fit.

We've simplified the process of renewing down to THREE EASY STEPS:



1. Review the options and available rates laid out in your Renewal Agreement (we will make this available on *My Mortgage* prior to your maturity date).

2. Select your new mortgage term and sign the last page.

3. Send us your completed Renewal Agreement electronically through *My Mortgage* or DocuSign. Your new mortgage term will begin the day after your existing term matures.

If you would like to review your options, one of our mortgage specialists can help you select the right mortgage type, term and/or amortization. Contact us at 1.888.670.2111 or contact your mortgage broker.

Protect

You've made a significant financial investment in your home. But as we all know, home ownership and life can both be unpredictable. Systems that work perfectly today can malfunction tomorrow. And while we all plan to live long and take care of our families, your mortgage can become a financial burden for your family if something happens to you. That's why First National offers solutions to help you protect your home and your family in the event of unforeseen circumstances.

Echelon™ Home System Warranty Program: up to \$10,000 annually in eligible home repairs.

Every client* with a new First National mortgage is eligible to enroll in a free year of service compliments of First National. The Program covers systems including central heating and air conditioning, electrical, water heater and plumbing.

Reference the brochure insert to learn more about the details of the Program and how to continue service throughout the entire term of your mortgage.

**Not available in British Columbia or Quebec*

Credit Security Plan™ Life and Disability insurance: Insurance coverage designed to help protect your family's financial security if something happens to you.

Credit Security Plan™ insurance, underwritten by The Manufacturers Life Insurance Company, offers Life and Disability protection for your most important financial investment.

It can help protect you not just in the event of death but also if a serious accident or illness leaves you unable to work. You can select Life and/or Disability coverage. (The maximum coverage for Life is \$1 million and for Disability is \$10,000 per month)

To learn more about the details of this valuable product, please visit our website www.firstnational.ca/residential and click on "mortgage insurance". For Quebec residents we offer a referral option.

Credit Security Plan™ insurance is offered through Credit Security Insurance Agency ("CSIA"). CSIA is an affiliate of Manulife. Trademark of Benesure Canada Inc.: used under licence.

***For further information on Credit Security Plan™ insurance
call toll free 1.800.295.6472.***

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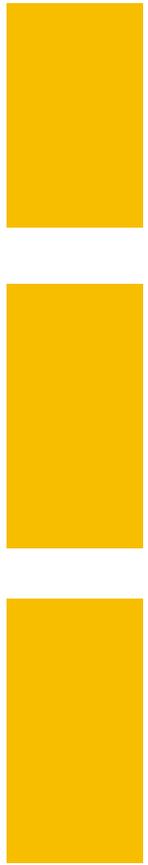
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