Welcome to the Citizens One Online Service Center
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Your privacy and the protection of your information are extremely important to us. Citizens One Online Service Center allows you to securely access your loan information.
Menu options can be easily accessed

Our interactive site allows you to easily navigate to find the information you need.

- **My Loan**
  - Loan Details
  - Loan Activity
  - Escrow
  - Amortization Schedule
  - Loan Calculator
  - Mortgage Insurance

- **Payments**
  - Make a Payment
  - Auto Draft Payment

- **Statements & Documents**
  - Billing Statement - Email Notification
  - Request a Payoff
  - View Letters
  - Request Loan Documents
  - View Billing Statement
  - View Year End Statement
  - View Escrow Statement

- **Customer Support**
  - Contact Us
  - Secure Messaging

- **Late Payment Options**
  - Overview
  - Promise to Pay

- **My Profile**
  - Change Password
  - Security Questions
  - Add Loans and Notifications
  - My Contact Info

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When logging into the Citizens One Online Service Center, your home page includes: Special notices, pending payments, and the last time you logged into the system.

**My Home Loan**

**IMPORTANT NOTICE TO SERVICEMEMBERS AND THEIR DEPENDENTS**

If you are a servicemember who is, or recently was, on active duty or service, or a dependent of such a servicemember, you may be entitled to certain legal rights and protections, including protection from foreclosure or eviction, pursuant to the Servicemembers Civil Relief Act (SCRA) as well as similar state statutes.

If you believe you may be entitled to rights and protections under SCRA, please [Contact Us](#).

**Last secure login:** 7/22/2016 at 8:42 AM ET

Additional loans can be added to your profile under My Loan.

View pending payments.
View loan details

Loan details are summarized in tabs to easily access the information you need.
View your loan activity

Your transaction history is available by selecting your desired date range.

Transaction History

The amounts displayed within the transaction history reflect funds that you have paid and do not necessarily represent funds that are due.

Search Criteria

In Date Range* Last 30 days

Search Results

View All Transactions

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Principal</th>
<th>Interest</th>
<th>Escrow</th>
<th>Amount Paid</th>
<th>Escrow Balance</th>
<th>Principal Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/11/2016</td>
<td>Payment Applied</td>
<td>$10.00</td>
<td>$0.30</td>
<td>$0.00</td>
<td>$24.00</td>
<td>$12,229.76</td>
<td>$26,417.03</td>
</tr>
<tr>
<td>07/11/2016</td>
<td>Payment Applied</td>
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</tr>
<tr>
<td>07/08/2016</td>
<td>Payment Applied</td>
<td>$10.00</td>
<td>$0.30</td>
<td>$0.00</td>
<td>$24.00</td>
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</tr>
</tbody>
</table>
Make a one-time payment. You have the flexibility to include additional principal and escrow funds.
Schedule recurring payments to be automatically deducted from your checking or savings account by selecting from your eligible draft dates. You may also include additional funds to go toward your principal balance.
View your statements

You can view, print and save your monthly billing statement, escrow account statement and year-end tax statement.
Sign up for eBills

If you prefer to view your billing statement electronically, sign up to receive email notifications when your billing statement is available to view online.
For your convenience, you can request a payoff statement online to be mailed directly to you or your designated agent.
Secure messaging

Our Customer Experience Team is available to assist you. Use our online center to send and receive secure messages.
Promise to Pay

If you are unable to make your payment by your due date, you may choose an eligible Promise to Pay date so we know when to expect your payment.
Manage your profile & email preferences

Manage your accounts with the ability to add or remove loans. Stay informed of your loan activity by signing up for email notifications.