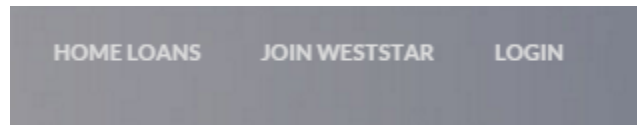


Frequently Asked Questions

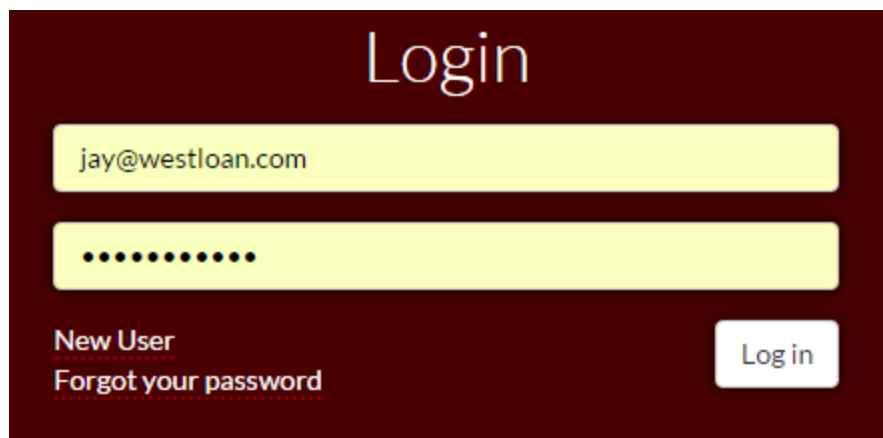
Q. How do I log in to find my account information?

A. There is a login button in the upper right corner of the screen.



Q. My old user name and password don't work. What do I do?

A. You will need to establish a new user name and password. Your username will be your e-mail address and you will pick your own password. Click on "New User" to get started.



Q. What are the requirements for a user name and password?

A. Your user name will be your e-mail address. Passwords must be at least 6 characters in length. You must have at least one of each of these:

- Upper case character (A-Z)
- Lower case character (a-z)
- Numeric Digit (0-9)
- Special Character (.,[]{}|V?!@#\$\$%^&*())

Good: eZ2R3memberR!h4rdtoCr@ck

Bad: gobroncos (No upper case, no number, no special characters)

Q. How do I find my loans?

A. You may find your loan if you know your 9 digit account number and your social security number if you are a Borrower or Lender on the loan. Choose “Loan” at the “Find your Loans” screen.

Find your Loans

Type

Loan ▼

Loan Number

Secret

Social Security Number or EIN

Confirm Secret

Submit

The “Secret” is your Social Security Number or Employer ID Number.

Q. I have more than one loan. Can I connect to all of them?

- A. You may connect to all of the loans for which you are a Borrower or Lender.

Q. I am an investor who has an existing Investor ID and password. How do I get connected to it?

A. When you are at the “Find Your Loans” screen, choose “Investor” at the “Find Your Loans” screen.

Find your Loans

Type

Investor ▼

Investor Id

Secret

Legacy PIN/Password

Confirm Secret

Submit

Enter your Investor ID and Password that you used on the old web site under Portfolio login.

Once you enter this one time, you will won't have to enter it again. Just log in using your new user name and password and your will be able to see your portfolio.