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## Introduction

This document is intended for current CIC borrowers and is a helpful guide to registering for the client portal in LoanStat and setting up electronic payments. Clients are able to sign up for LoanStat after their loan closes. If a client is adding a new loan, this can only be done after the loan closes. If after reading this guide, you still have questions, please call the CIC office at 312.258.0070 and the Servicing Team can assist you.

If you are registering with LoanStat for the first time, please have your loan number and Social Security Number (SSN) or Tax Identification Number (TIN) ready for registration. If your loan is through an LLC, it is linked to the LLC's TIN. If that does not work, try your social security number.

## How to Register with the LoanStat Portal

1.  Go to https://cicchicago.ficsloanstat.com/ and click "Register".
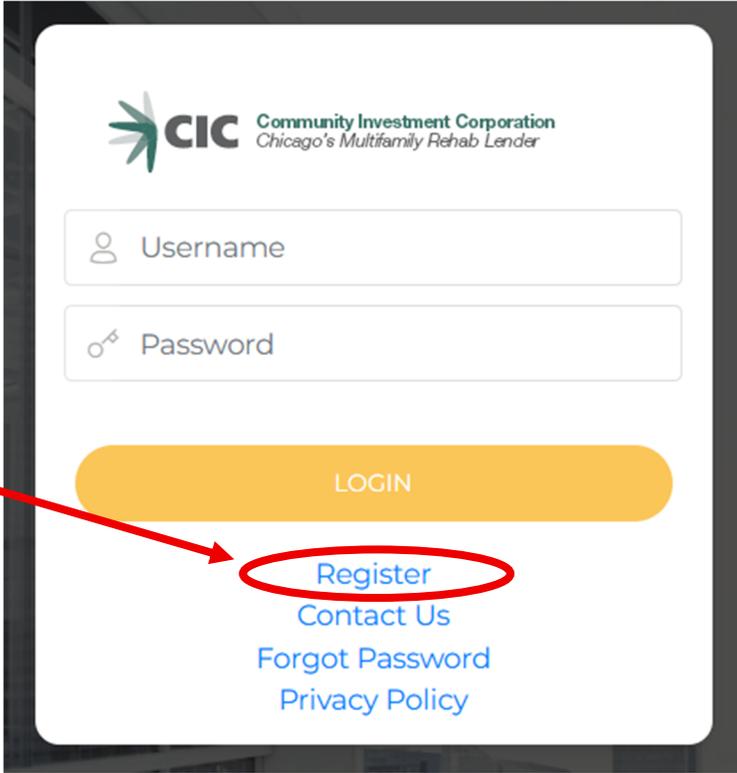
2. Enter your CIC loan number as well as your TIN or Social Security Number when prompted. Then click "Register".
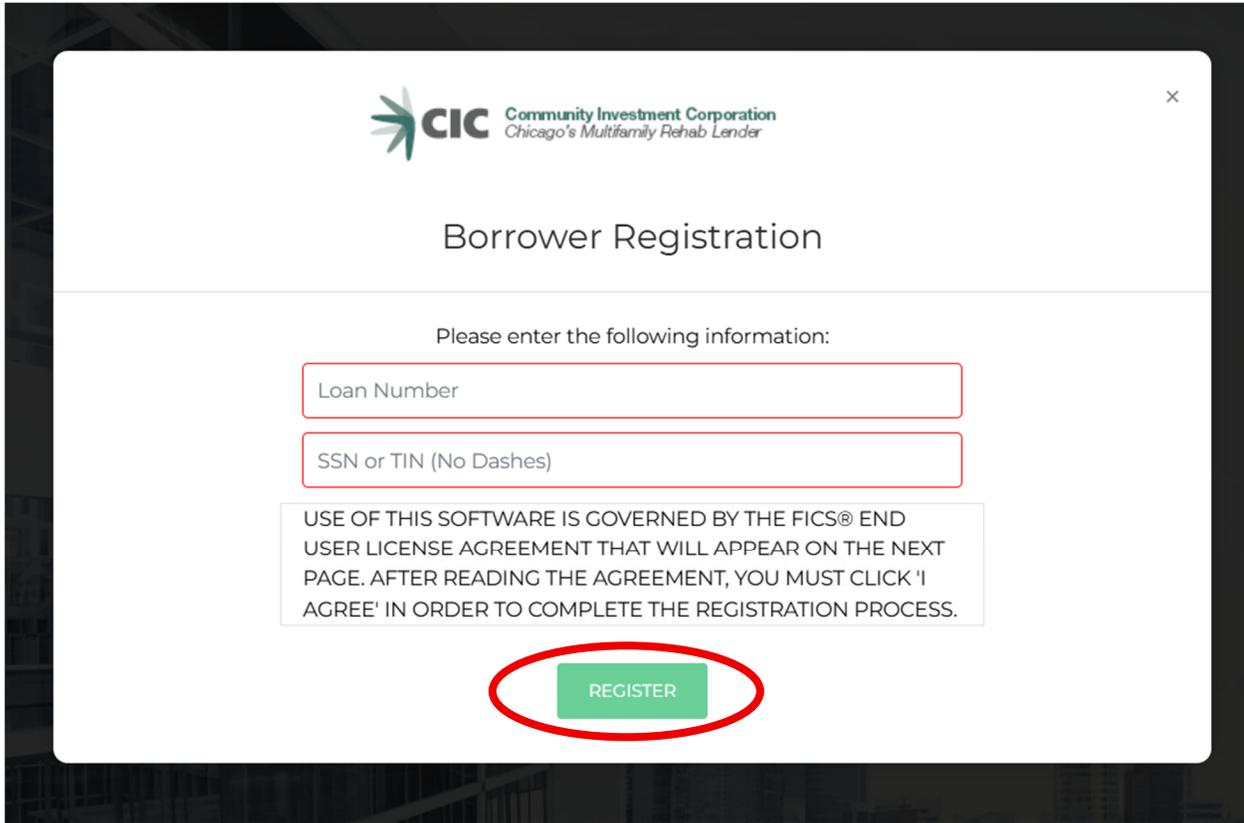
3. Select a username and password that meet the system requirements. If you have not previously used one, a password vault can be helpful to manage your passwords.



4. You will then see a screen confirming your account is created. Click "Close".

5.  Navigate to your email account for the email address you entered above. An email will arrive within a few minutes. If it has not, please check your spam folder. The email will include a link that says, "Click to Active" – click the link.

6.  After activating your account, you will be able to log in using the username and password you created. After logging in, the home screen will show loan details for the loan number entered upon registration. If you have multiple loans with CIC, you can click Change Loan on the righthand side.



Scrolling down on the home screen will show Payment Information, the due date of the next payment, and any scheduled electronic payments.

## How to Set Up Automatic, Recurring Monthly Payments

When possible, it is recommended to sign up for recurring monthly payments to ensure payments are not missed or late.

1. After logging into your LoanStat account, click "Payments" and then "Auto Pay Recurring Draft"
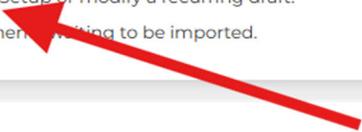


2. Click "Approve" to authorize.

3. Please select the Date for the first autopayment (on the 20th of each month) and click "Next".

## Payment Options

Complete the following form to sign up for monthly recurring ACH payments. NOTE: Please do not add an additional principal payment if your loan has a prepayment penalty and you are within the prepayment period.

Please enter the following information and click Next to proceed.

| | |
|---|---|
| Account Type: | Checking |
| Routing Number: | 271079103 |
| Financial Institution: | US EMPLOYEES CREDIT UNION |
| Account Number: | 203933 |
| Payment Amount: | $514.58 |
| Late Charge Amount: | $0.00 |
| Additional Principal Amount: | $ 0.00 |
| Total Payment: | $514.58 |
| Due Date of Next Payment: | 09/20/2025 |
| Next Draft Date: | |

Your payment will be drafted on the 20th of the month. If the 20th falls on a weekend or bank holiday, then the payment will be drafted the next business day following the 20th.
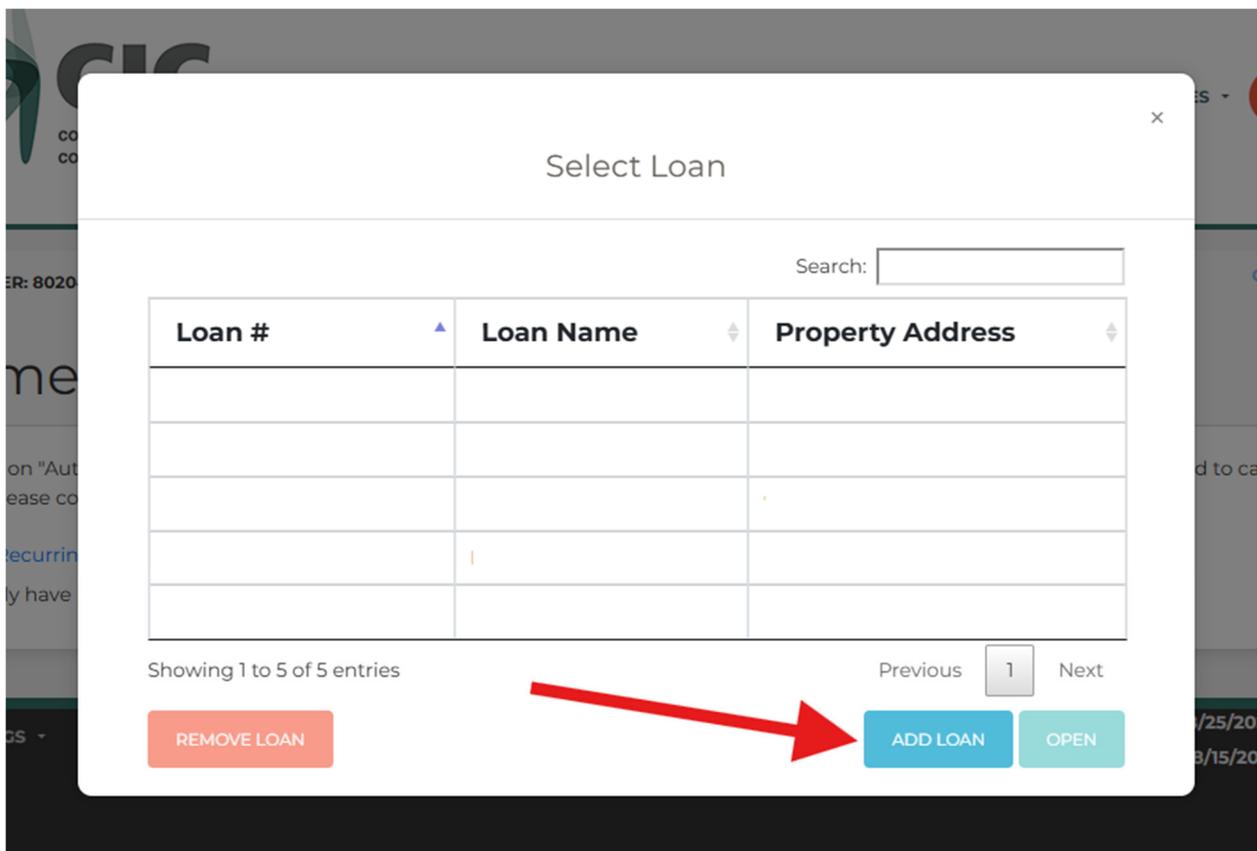
CANCEL    NEXT

Please note: the Next Draft Date should be the Due Date of Next Payment (the 20th of the month).

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## Updating Payment Info with Multiple CIC Loans

4. If you have multiple loans with CIC, this process must be completed for each loan. To access another loan, return to the Payments Page and click "Change Loan".
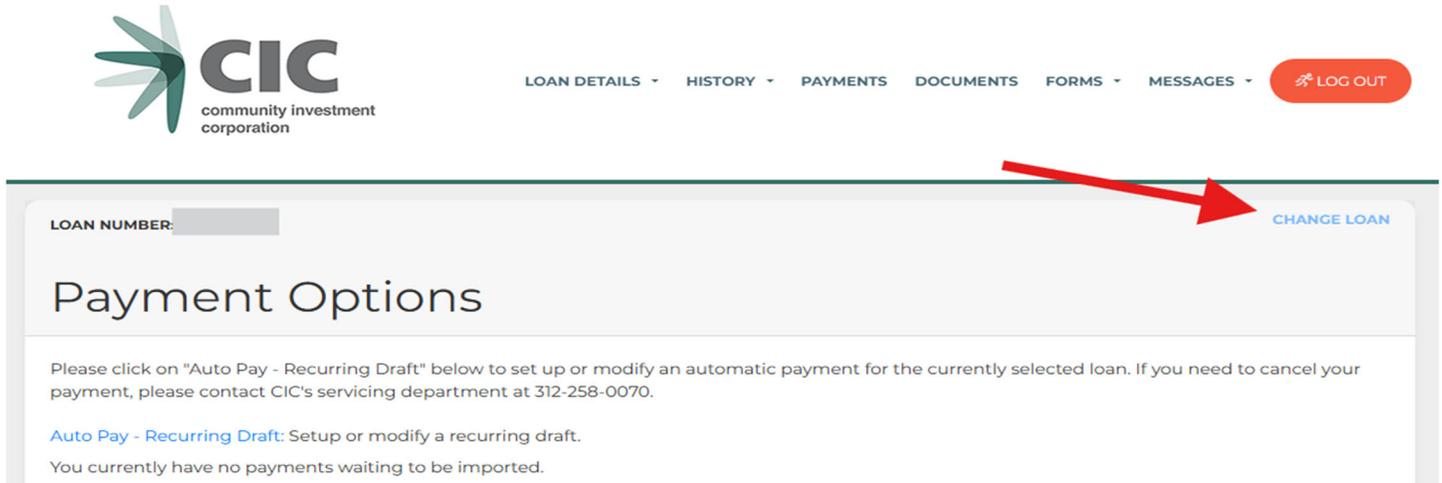


5. Click "Add Loan".

6. Look up additional loans by entering the Loan Number and SSN/TIN. If your loan is through an LLC, it is linked to the LLC's TIN. If that does not work, try your social security number.



7. Once added, select the loan and then click "Open" to make any desired changes to Auto Pay.

## How to Make One-Time Electronic Payments

1. Click "Payments" and then "Auto Pay - One-time Payment"



2. Click "Approve"

3. Add Routing Number, Account Number and Date. Any day of the month can be selected. **Please note, one-time payments submitted the first week of the month may take up to 7 business days to be reflected in LoanStat and in your bank account.** The date the payment was requested will be honored. Click "Next".

**LOAN NUMBER: 5**

CHANGE LOAN

## Payment Options

Please enter the following information and click Next to proceed.

| | |
|---|---|
| Account Type: | Checking |
| Routing Number: | |
| Financial Institution: | |
| Account Number: | |
| Payment Amount: | $13.16 |
| Late Charge Amount: | $0.00 |
| Additional Principal Amount: | $ 0.00 |
| Total Payment: | $13.16 |
| Due Date of Next Payment: | 02/20/2025 |
| Next Draft Date: | |

CANCEL     NEXT

4. As with recurring monthly payments, if you have multiple loans with CIC, this process must be completed for each loan. To access another loan, return to the Payments Page and click "Change Loan". Please refer to page 9, **Updating Payment Info with Multiple CIC Loans**, for instructions to change to a different CIC loan or to add a new CIC loan.

5. If you have any additional questions this guide did not answer, please call the CIC office at 312.258.0070 and the Servicing Team can assist you.

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