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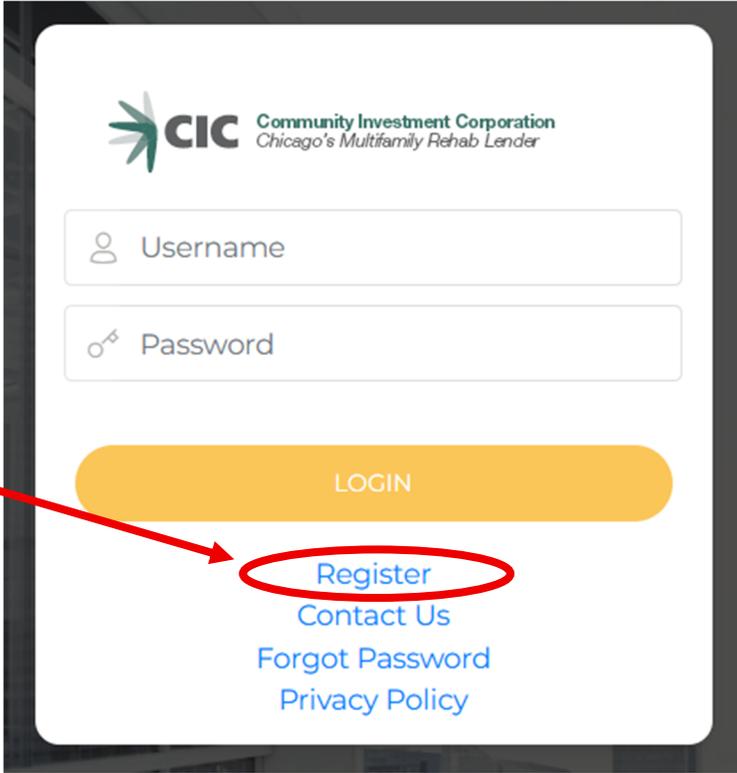
Introduction

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".



 **CIC** Community Investment Corporation
Chicago's Multifamily Rehab Lender

LOGIN

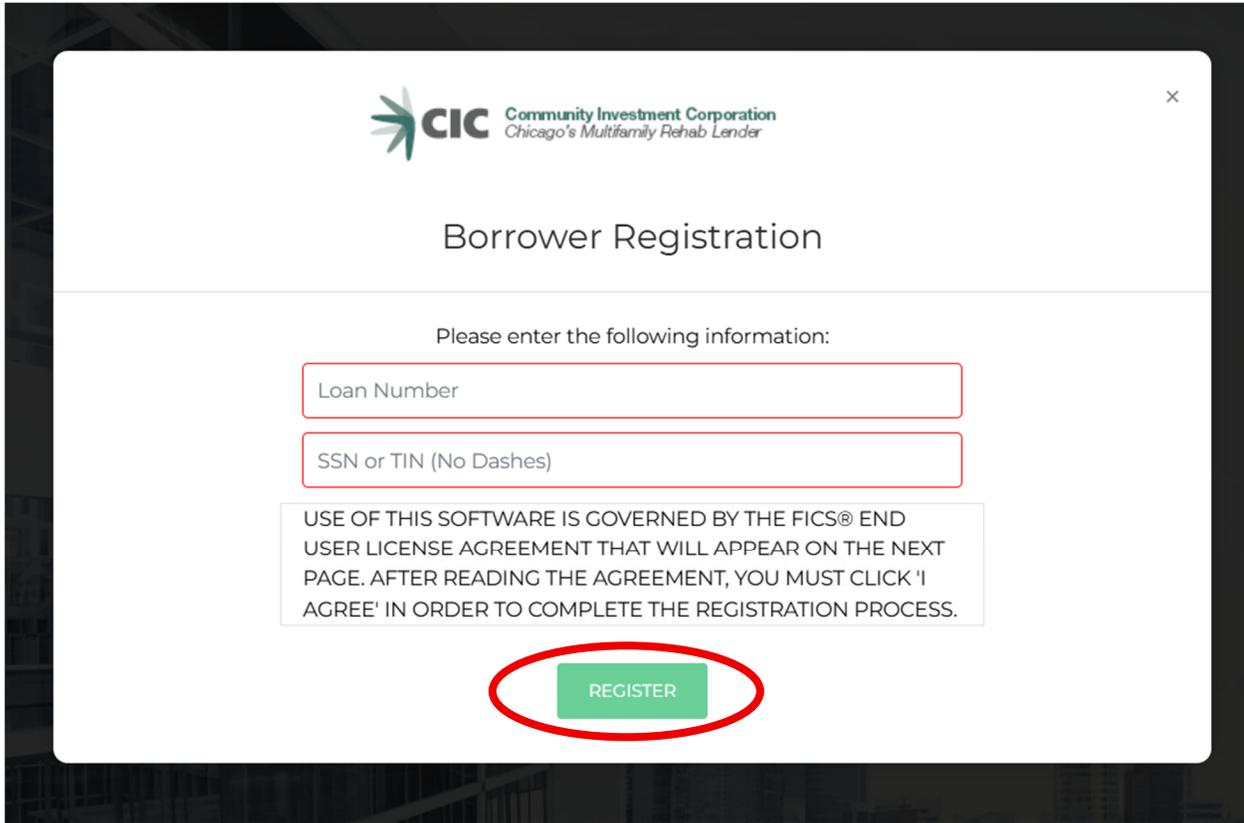
Register

Contact Us

Forgot Password

Privacy Policy

2. Enter your CIC loan number as well as your TIN or Social Security Number when prompted. Then click “Register”.



The screenshot shows a web form titled "Borrower Registration" for CIC (Community Investment Corporation). The form includes two input fields: "Loan Number" and "SSN or TIN (No Dashes)". Below these fields is a text box containing a disclaimer: "USE OF THIS SOFTWARE IS GOVERNED BY THE FICS® END USER LICENSE AGREEMENT THAT WILL APPEAR ON THE NEXT PAGE. AFTER READING THE AGREEMENT, YOU MUST CLICK 'I AGREE' IN ORDER TO COMPLETE THE REGISTRATION PROCESS." At the bottom of the form is a green "REGISTER" button, which is circled in red in the image.

- 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.



Create Your Account

Please enter the following information

Username

Password

Confirm Password

Email Address

Confirm Email Address

Your Username should:

- Contain between 8 and 20 characters

Your Password should:

- Contain between 4 and 25 characters
- Contain at least one numeric character

CANCEL REGISTER

- You will then see a screen confirming your account is created. Click “Close”.

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Create Your Account

Your account has been created. You will receive an email shortly. Click on the link in the email to activate your account. Once your account is activated, you will be able to log in.

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.

Your LoanStat User Account Σ Inbox x

loans@cicchicago.com

11:07 AM (0 minutes ago)

 to me ▾

 Image

Thank You For Registering To Use Loanstat®

Your Loanstat® account has been created. To activate your account, click the link below.

[Click To Activate](#)

Reminder: Always keep your password secure and confidential.

****DO NOT REPLY TO THIS MESSAGE****

It was sent from an unmonitored e-mail address and we are unable to respond to any replies.

- 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.

cicchicago.ficsloanstat.com



LOAN DETAILS | HISTORY | PAYMENTS | DOCUMENTS | FORMS | MESSAGES | LOG OUT

LOAN NUMBER: :XXXXXXX

CHANGE LOAN

YOUR MORTGAGE COMPANY

YOUR LOAN DETAILS

Current Interest Rate: 6.5%
Interest Calculation Method: 30/360
Payment Frequency: Monthly
Remaining Term: 114
Escrow Details: [View Escrow Details](#)

LOAN DETAILS



PAYMENT INFORMATION

CURRENT PAYMENT
\$ XXXX
DUE DATE OF NEXT PAYMENT: 09/20/2025

DOCUMENTS

NEW STATEMENTS & DOCUMENTS
No new documents are available to be viewed.

PAYMENT ACTIVITY
You currently have no ACH payments scheduled.

RECENT STATEMENTS & DOCUMENTS

- Amortized Loan Statement
- Amortized Loan Statement
- Amortized Loan Statement

PAYMENT HISTORY

Due Date	Paid Date	Payment Amount
08/20/2025	08/20/2025	\$514.58
07/20/2025	07/21/2025	\$514.58
06/20/2025	06/20/2025	\$514.58

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”



LOAN DETAILS ▾ HISTORY ▾ **PAYMENTS** DOCUMENTS FORMS ▾ MESSAGES ▾ [LOG OUT](#)



LOAN NUMBER: 5 [CHANGE LOAN](#)

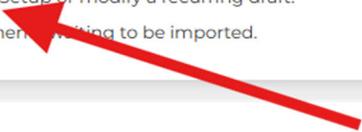
Payment Options

Please click on "Auto Pay - Recurring Draft" below to set up or modify an automatic payment for the currently selected loan. If you need to cancel your payment, please contact CIC's servicing department at 312-258-0070.

[Auto Pay - One-time Payment](#): Make a one-time payment online.

[Auto Pay - Recurring Draft](#): Setup or modify a recurring draft.

You currently have no payments waiting to be imported.



2. Click “Approve” to authorize.

LOAN NUMBER: [REDACTED] [CHANGE LOAN](#)

Payment Options

Authorization for Recurring Payment

By clicking the "Approve" button, I hereby authorize Community Investment Corp. to initiate an electronic ACH debit from my checking or savings account.

I understand that this is a transaction based on my payment method.

To cancel a Recurring ACH request: *In order to cancel your recurring ACH payment, please contact CIC's loan servicing department at (312) 258-0070*

Please retain a copy of this to keep for your records.

PRINT CANCEL APPROVE



- 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:	

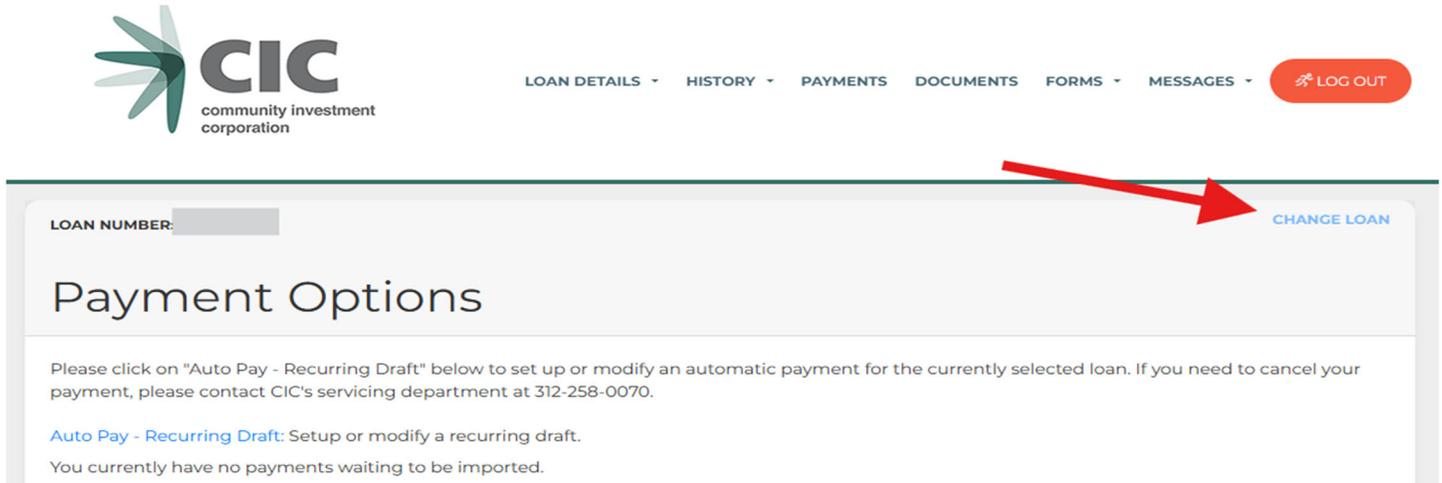
Your payment will be drafted on the 20th of the month. If the 20th falls on a weekend or bank holiday, then the payment will be drafted the next business day following the 20th.

CANCEL
NEXT

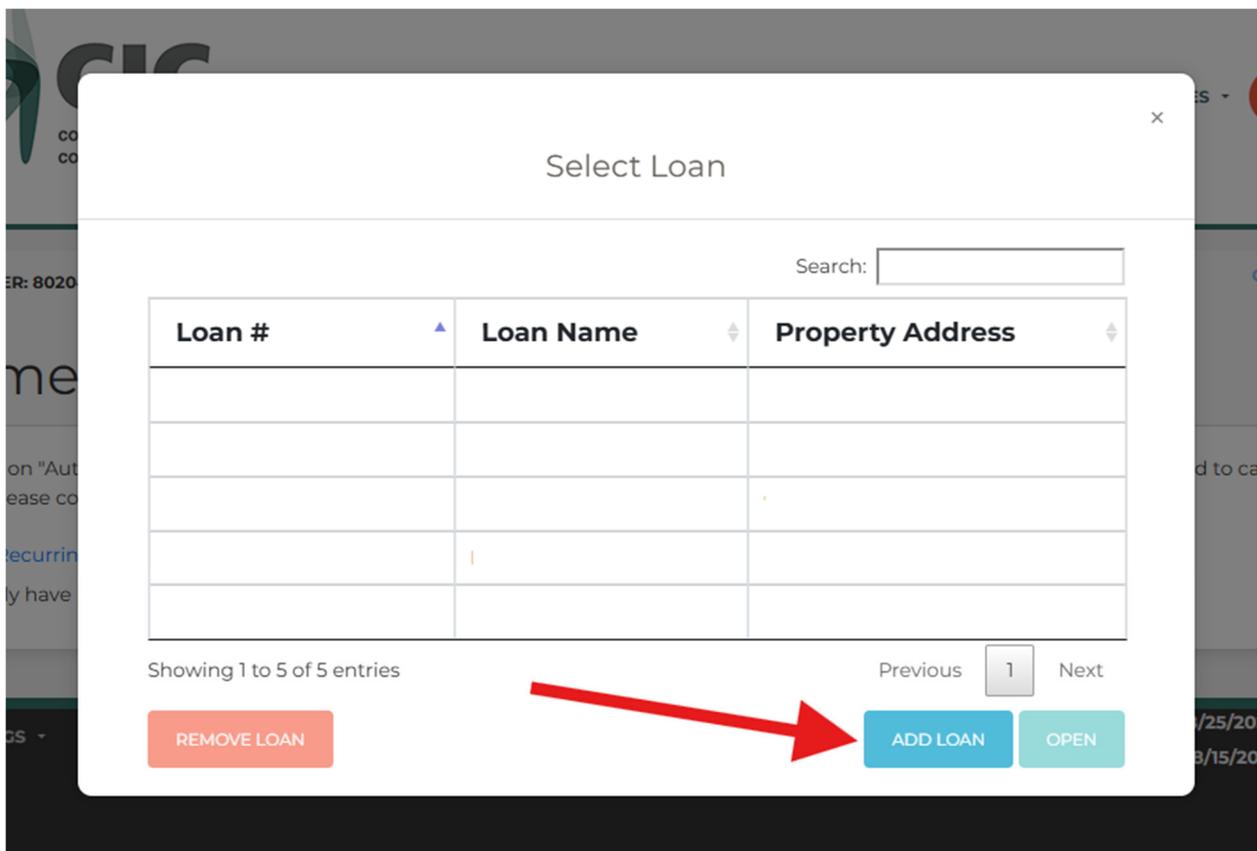
Please note: the Next Draft Date should be the Due Date of Next Payment (the 20th of the month).

Updating Payment Info with Multiple CIC Loans

- 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”.



- Click “Add Loan”.



- 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.

The screenshot shows a modal window titled "Add Loan". It contains two text input fields stacked vertically. The first field is labeled "Loan Number" and the second is labeled "SSN or TIN (No Dashes)". To the right of these fields is a blue button labeled "ADD LOAN".

- Once added, select the loan and then click “Open” to make any desired changes to Auto Pay.

The screenshot shows a modal window titled "Select Loan". At the top right is a search box labeled "Search:". Below it is a table with three columns: "Loan #", "Loan Name", and "Property Address". The table contains five rows, with the second row highlighted in blue. Below the table, it says "Showing 1 to 5 of 5 entries". At the bottom right, there are navigation buttons: "Previous", "1", and "Next". A red arrow points to the "OPEN" button, which is located to the right of the "ADD LOAN" button.

Loan #	Loan Name	Property Address

How to Make One-Time Electronic Payments

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



LOAN DETAILS ▾ HISTORY ▾ **PAYMENTS** DOCUMENTS FORMS ▾ MESSAGES ▾ [LOG OUT](#)

LOAN NUMBER: 5 [CHANGE LOAN](#)

Payment Options

Please click on "Auto Pay - Recurring Draft" below to set up or modify an automatic payment for the currently selected loan. If you need to cancel your payment, please contact CIC's servicing department at 312-258-0070.

[Auto Pay - One-time Payment](#): Make a one-time payment online.

[Auto Pay - Recurring Draft](#): Setup or modify a recurring draft.

You currently have no payments waiting to be imported.

2. Click “Approve”

LOAN NUMBER: 5 [CHANGE LOAN](#)

Payment Options

Authorization for One-time Payment

By clicking the "Approve" button, I hereby authorize Community Investment Corp. to initiate an electronic ACH debit from my checking or savings account.

I understand that this is a one-time authorization and must be completed each time that I wish to make a payment.

To cancel a One-time ACH request:

Please retain a copy of this to keep for your records.

[PRINT](#) [CANCEL](#) [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.