



## Pay Online/Servicing | Frequently Asked Questions

### **“Server Error”**

If you get this error and you’re attempting to use a credit card, it will not go through. We do not accept credit cards as a method of payment towards your mortgage payment. You can only use a debit card or through ACH.

### **“When will I see it come out of my account?”**

Our system takes about approximately two business days to process so you should see it coming out of your account within 3-5 business days. If you see funds still in your account within a week or so, then please reach out to our servicing department at (833)-450-1350 or via email at [servicing@primechoicefunding.com](mailto:servicing@primechoicefunding.com)

### **“Can I set up reoccurring payments or autopay?”**

We do not do any sort of autopay because we normally service the loans for 1-2 months before your new servicer takes over. Once your loan is transferred you will be able to set up reoccurring payments with the servicer.

### **“Account could not be verified”**

Make sure you are using the primary borrower’s account information that is registered with the system and do not use the coborrower’s information.

If you are still getting this error please reach out to our servicing department at (833) 450-1350 or via email [servicing@primechoicefunding.com](mailto:servicing@primechoicefunding.com)