Receiving My Statement

04/03/2026 9:19 am EDT

When and how will I receive my year-end statement?

Year-end statements are sent by January 31 each year. If you enroll for electronic year-end statements by December 27, 2025, we will notify you by email when your statement is available online to view, download, and print. Otherwise, you'll receive a paper copy of your 2025 year-end documents(s) by mail.

Can you email me when my year-end documents are ready?

Yes! You can **enroll for electronic year-end statements** to receive an email when your statement is available on our website and app to view, download, and print.

Here's how:

- Log into your account.
- Go to *Documents.*
- *S*croll to *Manage Delivery Preferences*.
- Check the box under *Email* for the types of statements you would like to receive electronically.

How can I confirm or update my mailing address?

To ensure you receive your 2025 tax statements timely, be sure to update your communication preferences by January 9, 2026, if your email and/or mailing address has changed.

You can view your contact information online anytime on our website or mobile app. Once logged in, go to the *My Loan* tab. The section titled *Loan information* will display your mailing address, email address, and phone number. To change your preferences, click *Edit*.

I need another copy of my statement. Can you send one to me?

You can download and print your statement in a few quick clicks on our secure website or mobile app. Once logged in, go to *Documents*, and then click *Taxes*. If you need further assistance, please contact us.