



**BancorpSouth**<sup>®</sup>

Mortgage



# How Electronic Document Delivery Works

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**Q: What is eDelivery and how does it work?**

A: eDelivery refers to electronic document delivery. It is the fast, **GREEN**, efficient and secure way to receive your mortgage servicing documents. Whenever we have a new document for you to view online, we will send you an email notification prompting you to login to our secure website.

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**Q: What documents are available for eDelivery?**

A: As a BancorpSouth Mortgage customer, the following documents may be available to you:

- Monthly Billing Statements
- Yearly Tax Forms (1098)
- Yearly Escrow Statements

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**Q: Is there a charge for eDelivery?**

A: No. There is no charge for eDelivery.

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**Q: Can I receive a paper copy in the future?**

A: Yes. You can request a paper copy of your documents by calling Customer Service at the number below.

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**Q: If I sign up for eDelivery, will my personal information remain secure and confidential?**

A: Yes. Any documents with your personal information are on our secure website and require a unique username and password to access. Our website is encrypted and protected by Secure Socket Layer (SSL) technology, which keeps all information confidential when it is sent between our website and your computer. We utilize multi-factor authentication to access our website.

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**Q: How do I sign up for eDelivery?**

A: If you are already registered on our website, all you need to sign up is your online username and password. There is an enrollment form accessible after login. If you are not yet registered, you will need to do so by clicking on the "Enroll Now" button at [bxsmortgageservicing.com](https://bxsmortgageservicing.com). You will need your mortgage loan account number, mailing zip code and social security number to enroll.

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**Q: Why do I need to register before I can sign up for eDelivery?**

A: To verify your identity and protect your personal information from being accessed by unauthorized users, we require you to pass authentication into the BancorpSouth Mortgage Servicing site before any document is viewable.

*If you have any questions, please call 1-888-797-7711*

**Monday through Friday, 7:00 a.m. - 8:00 p.m. CST and Saturday, 7:00 a.m. - 5:00 p.m. CST**