

# HOW TO MAKE YOUR MORTGAGE PAYMENTS WITH DOVENMUEHLE MORTGAGE, INC. (DMI)

PAYMENT OPTION	WHAT TO KNOW	WHAT YOU NEED TO DO
<b>Automatic Payments (ACH)</b>	<p>If you are enrolled in automatic payments with FHB, you will need to complete a new authorization form. You should have received a prefilled form by mail or through FHB Online via DocuSign. Once completed, your automatic payments will continue with DMI.</p> <p>Payments scheduled between July 1 and July 6, 2026 may process later than usual, but will be credited as of the date received and will not be considered late.</p>	<p>By June 26, 2026, sign and return your prefilled authorization form.</p> <p>If you are not currently enrolled and want to start automatic payments, complete the form at <a href="https://fhb.com/autopay">fhb.com/autopay</a> and submit it by June 26, 2026.</p>
<b>FHB Online/Mobile Payments</b> (Make an FHB Payment or External Transfers)	<p>You will not be able to make new mortgage payments in FHB Online or Mobile Banking as of June 25, 2026</p> <p>External transfer payments from another bank scheduled after June 25, 2026 will be cancelled.</p> <p>Internal transfer "Make an FHB Payment" from your FHB account scheduled after June 30, 2026 will be cancelled.</p>	<p>If you need to make a one-time payment for July, please complete it by June 25, 2026.</p> <p>Beginning July 7, 2026, log in to FHB Online or the FHB Mobile app to access your mortgage account. You will be guided to a new mortgage portal where you can make a one-time payment or enroll for Automatic Payments starting with your August payment.</p>
<b>Bill Pay</b> (FHB Online or another bank)	<p>Your account number and payment address will change. You can continue using bill pay through FHB or another bank, but your payment details must be updated. Payments sent using your old account number after July 1, 2026 may be delayed.</p>	<p>After July 1, 2026, update your bill pay details to include:</p> <ol style="list-style-type: none"> <li>1. Your new account number</li> <li>2. Your new payment address on the Temporary Coupon provided. This address will also be on your Monthly Billing Statements.</li> </ol>
<b>Mail Payments</b>	<p>After the transfer on July 1, 2026 payments must be sent to the new payment address. Any payments sent to the previous FHB address through August 30, 2026 will be forwarded by the bank to DMI, but will be delayed.</p>	<p>After July 1, 2026, please send your payment to the address on the Temporary Coupon provided.</p> <p>This address will also be on your Monthly Billing Statements.</p>
<b>Branch Payments</b>	<p>You can continue to make payments at any FHB branch. Payments will be forwarded to the new servicer and credited as of the date received.</p>	<p>No action needed. You may continue to make payments at any FHB branch.</p>
<b>Phone Payments</b>	<p>You can continue to make payments by phone through DMI.</p>	<p>Starting July 7, 2026, call 1-844-672-1594 or the number on your next statement to make a payment.</p>