

# General Information and Miscellaneous Questions

## How can I add someone to my loan?

- We can add an authorized third party to the loan. This allows us to speak with them on your behalf. Complete and return the letter of authorization form.

## How can I update or change my name on my loan?

- We can update your name on the loan if you send us the supporting documents, such as a marriage certificate or divorce decree. Send the request in writing with a copy of the supporting documents to the following:

o Email: [CustomerCare@GatewayLoan.com](mailto:CustomerCare@GatewayLoan.com)

o Mail: Gateway Mortgage  
244 South Gateway Place  
Jenks, OK 74037

## Where can I update my contact information?

- Log into your online account. In the "My Information" section, you can update the mailing address and phone numbers.

## Where can I find my loan number?

- Your loan number will be listed in your closing documents, monthly mortgage statement, or any letter sent from Gateway.

## Why is my online account disabled?

- For security purposes, after 360 days of inactivity the online account is disabled. Please call Customer Service to restore it.

## Why is my online account locked?

- After too many incorrect login attempts, the account is locked for security purposes. It will automatically unlock in one hour, then you can reset the password.

