

Welcome, Fairway Mortgage customers!



Our goal is to provide you with personal service and the information you need to make the transition of your mortgage to M&T as easy as possible.

• Within the first week of your account being transferred to M&T:

- You can look up your account number on our website using our account number lookup tool
- You can enroll in Online Banking at onlinebanking.mtb.com

• Within the second week:

- You will receive an M&T Bank Welcome Kit in the mail with details about our online services, payment options and other information about M&T. After review, call us at 1-866-820-1668 if you have any questions about the transfer of your account to M&T.
- You will receive several emails that will help you enroll in Online Banking and automatic payments. You can make payments within Online Banking as well.

• Within the first month:

- You will receive your first billing statement. We will mail you a paper statement, but you also have the option within Online Banking to turn off paper statements and receive them electronically

• Within the first year:

- We will complete an escrow analysis review, it may impact your payment amount.

You can view more information about M&T Bank and our mortgage servicing at mtb.com/Fairway

FAQs are available online to answer some common questions about mortgage accounts and servicing options

M&T Bank
Understanding what's important®



1 MGT Use of these features and services requires internet and/or data access through a computer or mobile device. Subject to availability and the same limitations as any service available through the internet. MGT Bank is not responsible for matters that are outside of its reasonable control that might impact availability and functionality. MGT Bank reserves the right to suspend service for any reason at any time. Your mobile carrier's text messaging and data charges may apply. Fees may apply for optional services provided through MGT Online Banking. View the MGT Digital Services Agreement for additional details.

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