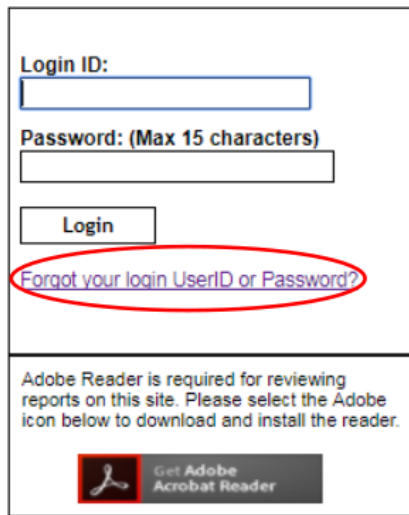


Password Recovery Help

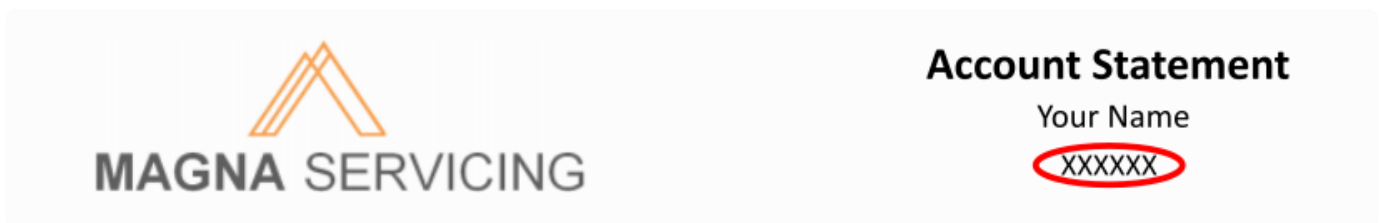
To recover your Password, first click on the “Forgot your login UserID or Password?” link on the login page of the MagnaServicing.com Website.



This will redirect you to the “Password Help” Page.



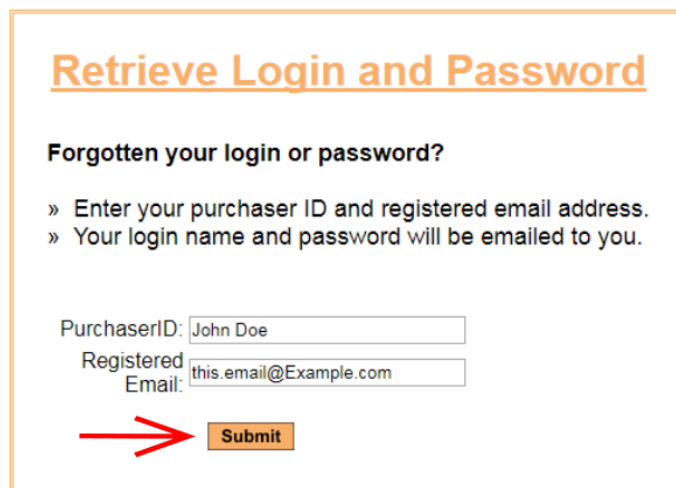
To retrieve your Login ID and a randomized temporary password you will need two pieces of information. First, your PurchaserID, This can be found in the main header of your quarterly “Account Statement”.



On occasion a letter or other important information may precede the statement, so this may not appear on the first few pages.

The second piece of information you will need to provide is the Email Address that matches the Email Address you provided to us and is stored in our records.

Once both pieces of information are entered in the appropriate text boxes on the “Password Help” page, click the submit button.



In a few minutes you should receive an Email containing your current Username and a temporary password. If you do not see the Email in your inbox, check in your junk or spam folder, as some Email applications may redirect it to one of those folders. **Please Note:** The temporary password sent is Case Sensitive.

On your first login to the website with the temporary password, you will be required to enter a new password to replace the temporary one. After that you will be logged out of the site and will need to log back in with your new password in order to access the site.

If you continue to have issues with this process, don't have an Email address, or do not remember the address you previously provided, you can contact Customer Service by calling 1-800-368-5569 then pressing 2 at the main menu.