



Online Access to Your Loan Information

Grandbridge is pleased to offer online access to your loan information – 24 hours a day, 7 days a week – via **CRE Servicing Insight®**.

CRE Servicing Insight® Key Features:

- Secure, direct online access – virtually anytime, anywhere
- Intuitive navigation, user-defined views and lists
- Access to detailed loan and transaction data, including billing information, and
- Customer service support (servicing@grandbridge.com)

How to Self-Register

1. **Gather Four (4) Pieces of Loan Information *before* you log on.** If you have multiple loans, you will be able to add additional loans after registration is complete by clicking the 'Add Access' button on the Dashboard page. **Please only complete the registration process once.**
 - a. **Loan Number** – the loan number shown on your monthly statement, input without any dash or space.
 - b. **Borrower Postal Code** – the ZIP code to which monthly statement is mailed – not necessarily the same as the property.
 - c. **Last Four (4) Digits of Borrower Entity's Tax ID Number.**
 - d. **Borrower Name** – The addressee's name on the monthly statements, exactly as it appears, including any capitalization, commas, periods (LLC, L.L.C., Inc., etc.).
2. **Log on to** <https://cresi-grandbridge.commloanservices.com/>
3. You will be directed to the CRE Servicing Insight log-in screen. **Click the link: “Enroll Now.”**
4. A new page will open. **Choose your role** (Accountant, Borrower, Property Manager) and **click "Continue."**
5. A new page will open. **Enter the Loan Information** (four items listed above). **Click “Continue.”**
6. A new page will open and you will be prompted to setup your new account. **Enter First Name, Last Name, Company, Email address, Primary Phone Number and Mobile Number. Click “Continue.”**

7. The following message will appear:
Enrollment Review Required. Thank you! Your enrollment is now completed. You will be contacted once your request has been reviewed. If you have any questions or concerns, please contact your Loan Administrator.
8. If the information you provided is correct, you will be granted access to your loan **within one business day**. If approved, you will receive an email containing a link to the CRE Servicing Insight Portal to complete the registration process. If you provided any erroneous information, you will receive an email letting you know the request has been denied.
9. **Click on the registration link provided in the email.** Please note, the link in the email is only valid for 10 days.
10. The registration link will take you to the One-Time Passcode (OTP)/Two Step Verification page. Choose a phone number and method to receive the code and **click "Send Passcode."**
11. A new page will open and you will be prompted to enter the passcode. **Enter the passcode and click "Continue."**
12. The Terms & Conditions page will open and you will be required to accept the Terms & Conditions by **clicking the checkbox** then **clicking the Accept & Continue button**. If you do not accept the Terms & Conditions by clicking Cancel, you will be denied access and must restart the enrollment process.
13. A new page will open and you will complete registration by selecting a Username and Password.
14. **Password format requirements include the following:**
 - **Must be 8-20 characters long**
 - **Must contain at least one lowercase, one uppercase letter, and one number**
 - **Must contain at least one of the following special characters: # \$ % * ! @**
 - **Cannot have 3 or more consecutive identical letters, number, or special characters**
 - **Cannot be the same as your Username**
 - **Cannot be the same as your last 100 passwords**
15. When all information has been provided, **click "Complete Registration."** You will receive a Registration Completed dialog box. **Click "OK"** to be redirected to the login page. **Enter Username and Password** and **click "Login."** Complete the One-Time Passcode (OTP)/Two Step Verification.
16. Loans may be accessed by clicking on the loan number in the "My Loans" display or by typing the loan number or property name in the Search box.
17. To request additional loan access, click the 'Add Access' button on the Dashboard page.

Should you need any help during the registration process, please contact a customer service representative at servicing@grandbridge.com or 877.262.6063.