

Year-end Information - Loans

The 2021 year-end tax forms must be postmarked, at the latest, by January 31, 2022. They typically arrive to you prior to that date.

If you need your year-end tax reporting information prior to receiving your tax form, you can obtain the information in the following ways:

24/7 PHONELINK

You can access your account information 24 hours a day, seven days a week, using our 24/7 PHONELINK. It is as easy as calling 513-842-7600 for local Cincinnati-area calls or calling toll-free 877-351-0612.

If it is your first time accessing your information via PHONELINK, you will need to input your 10-digit loan number and your PIN, which is the last four digits of the primary account holder's social security number/Tax ID. You can then follow the prompts to obtain the information you are looking to obtain, i.e., YTD interest paid.

ONLINE BANKING

You can access your account information 24 hours a day, seven days a week using our Online Banking. To access Online Banking, go to www.usavingsbank.com and click the



ONLINE BANKING LOGIN

link at the top of the page.

If it is your first time accessing your information via Online Banking, you will need to click on the

[First time user? Click here to register.](#)

link after you clicked the Login link above.

The system will take you through prompts to sign you up for online banking. *With our migration to our new CORE platform in May 2021, all customers can now have access to online banking. If you need assistance signing up for online banking, please call the online banking team at 855-247-0300.*

E-MAIL CUSTOMER SERVICE

You can send an e-mail to yearendinfo@usavingsbank.com to request your year-end tax information. Due to volume of request at this time of the year, there is a 2- to 3-business day turnaround time for us to complete requests.

PHONE CUSTOMER SERVICE

You can call customer service toll-free at 800-582-9702, or locally at 513-247-0300, and request your year-end tax information. This is a high call volume time of year, so please be patient if you call.

Thank you.