Lender*VP

FREQUENTLY ASKED QUESTIONS

Escrow Processing in CBX Edition

Setting Up Escrow Disbursements:

QUESTION 1

If I adjust my escrow disbursement amounts, should I be updating my payment amount also?

ANSWER 1

No. The escrow payment amount should only be updated once per year when the analysis has been run. The disbursement amounts can be updated, but the payment will not change until the analysis has been run for the new projected year.

Disbursing Funds to Escrow Payee:

QUESTION 1

If I manually disburse from a member's escrow account, will that disbursement amount be tracked in **Tool #899 Update IRS Tax Information?**

ANSWER 1

No. If you manually disburse from a member's escrow account, that amount will not follow the automated process and would need to be manually added in **Tool #899 Update IRS Tax Information.**

Escrow Analysis:

QUESTION 1

What happens if I create my escrow analysis and the amounts are incorrect?

ANSWER 1

It is highly recommended that credit unions run the preview analysis, **PRIOR** to creating them. This gives them the opportunity to correct any accounts. The Escrow Analysis can be run as many times needed until they have all been corrected. The credit union will need to make the appropriate adjustments, then rerun the analysis.

Shortage/Surplus:

QUESTION 1

What do I do if a member comes in to pay their full escrow shortage amount?

ANSWER 1

A. If the member pays their full shortage amount **BEFORE** the payment change date, you can deposit the payment amount into the escrow and then rerun their escrow analysis. CBX will look at the new amounts to calculate the appropriate payment.

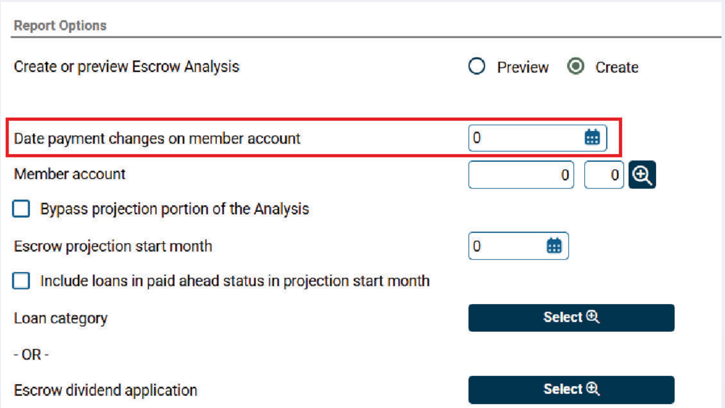
B. AFTER payment change happens – It is recommended that a new analysis not be run, but you can update the shortage in **Tool #20 Update Account Information,** by clearing out the shortage.

QUESTION 2

When will the payment change happen for the members?

ANSWER 2

The payment change will take place on the date configured by the credit union when creating the analysis in **Tool #297 Create/Preview Escrow Analysis.** (this date cannot be on a Sunday)



Escrow Analysis Prep:

1. Credit union should be spot checking **Tool #570 Open/Update Disbursement Records** to ensure disbursements are accurate.
2. If members were suspended, do they need to be unsuspended?
3. Run escrow previews in **Tool #297 Create/Preview Escrow Analysis** to check for any exceptions (delinquency, paid ahead loans). Analysis will not run for paid ahead loans.
4. Suspend any new accounts. It is common to go back 3 months from the current month to review for new accounts.
5. Print ALL escrow analysis to the credit unions **DAILYXX Output Queue** – At end of day, they will flow to CU*Spy Reports for document storage.

Report Options in CU*Spy:

PESCAB Report – Escrow Analysis Accounts Processed & Exceptions
TESXFR Report – Escrow Analysis Transfer Register & Exceptions
PESCAC – Escrow Analysis Disclosures Created
PESCAN – Escrow Analysis Disclosures Exceptions