

CUSTOMER SERVICE



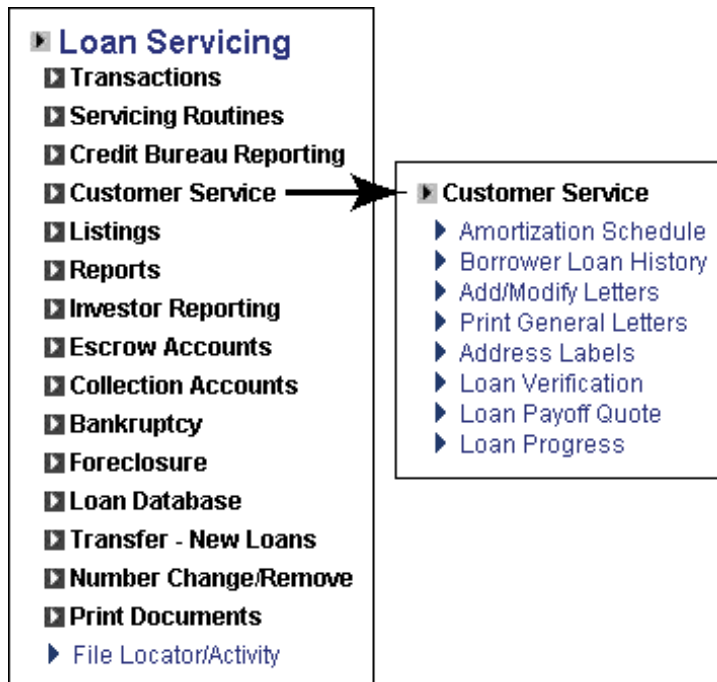
Mortgage Computer
Ogden, Utah

Customer Service

Contents - Updated 08/14/2013

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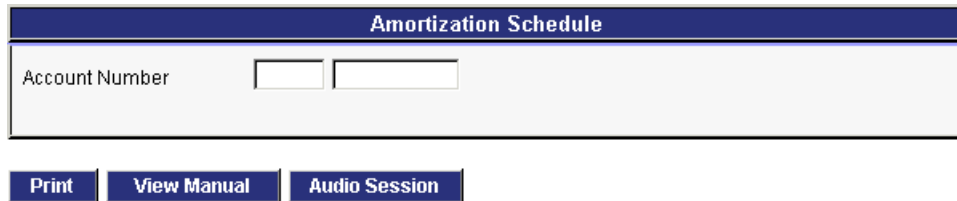
Customer Service



Amortization Schedule

This selection is for generating amortization schedules for loans being serviced by your institution.

On the main MC Software menu, select **Loan Servicing > Customer Service > Amortization Schedule** and the following screen displays:



Account Number

Enter the account number of the loan to prepare the Amortization Schedule. If there is a loan currently selected, the program will display that account number.



Options to display the *Customer Service* manual and to listen to the recorded audio training session.



The program creates a .pdf (portable document format) of the amortization schedule. The toolbar within the PDF report display screen contains options to **save** to a file, **print** or **e-mail** the amortization schedule.

The following items are included in the amortization schedule:

Account Number

Control Number and Loan Number.

Current Loan Balance

Principal Balance (UPB) from the Payment Information section of the Master Record.

Current Interest Rate

Current Interest Rate from the Payment Information section of the Master Record.

Current Payment to Principal and Interest

P&I Payment Constant from the Payment Information section of the Master Record.

Payment Interval

Repayment Frequency from the Loan Information section of the Master Record.

Interest Rate Computed on Days

Interest Days Calc from the Loan Information section of the Master Record.

Next Payment Date

Next Payment Date from the Payment Information section of the Master Record.

Term

Maturity Term from the Loan Information section of the Master Record.



The Amortization Schedule will not print beyond the following Master Record dates:

- *Maturity Date (Loan Information section)*
- *Next Interest Adjustment Date (ARM Information section)*
- *Recast P&I Date (ARM Information section)*
- *Renegotiate Review Date (Miscellaneous Information section)*

Notes:

Borrower Loan History

The Borrower Loan History is to notify borrowers of their loan activity for a specified period.

Depending on the number of lines needed to print the Transaction History, the activity could require more than one page. Usually the activity for one year will fit on a single page.

The Payment Due date will be indicated for Transaction Codes 01, 02, 11, and 12.

On the main MC Software menu, select **Loan Servicing > Customer Service > Borrower Loan History**:

Borrower Loan History

Single Account Account Range Control

Date Range: [] [] Thru [] []

Single Account: [] [] **Add**

Message

Operator-defined message prints here.

Include Company Name Include Company Logo

Print **View Manual** **Audio Session**

Print Queue

Loan Count: 1

	Account Number	Borrower Name	Status	
1.	31 - 260	George McIntyre	Active	Clear All Delete

Single Account

Allows the operator to add single accounts to print. Either *Active* or *Removed* loans can be entered.

Account Range

Enter a range of accounts to print.

Control

Select a control of loans to print. To choose multiple controls, hold the [Ctrl] key down and click the desired selections. To unselect, [Ctrl] click.

Date Range

The program defaults the *ending* date to the system date and the *beginning* date to the previous month of the previous year. The Borrower Loan History is printed *through* the date indicated.

Message

After adding loans to the print queue, a box is available to enter text for a message. The message prints on the bottom of the Borrower Loan History.

Include Company Name

Check this option to include the company name and address as set up in Maintenance > Company - Miscellaneous > Company Information. The number of accounts to print at one time that include the company name is 100.

Include Company Logo

Check this option to include the company logo as set up in Maintenance > Company - Miscellaneous > Company Information > Company Image (JPG). The number of accounts to print at one time that include the company logo is 100.

[View Manual](#)

[Audio Session](#)

Options to display the *Customer Service* manual and to listen to the recorded audio training session.

[Print](#)

The program creates a .pdf (portable document format) of the report. The toolbar within the PDF report display screen contains options to **save** to a file, **print** or **e-mail** the report.



Your Company Name
1234 ABC Street
Ogden UT 84404

Company Phone: (801) 621-1234
Toll Free Phone: (800) 621-5678
E-mail: your.company@company.com

Virgil Howard
1300 Circle Way
Ogden UT 84404

Payment Information	
Loan Number:	29-5000
Next Payment Due Date:	02/01/2014
P&I Payment:	\$784.15
T&I Payment:	\$254.38
Subsidized Amount:	\$0.00
Total Payment:	\$1,038.53
Unpaid Late Charges:	\$0.00
Unpaid Other Charges:	\$0.00
Loan Information	
Date of Loan:	12/13/2013
Maturity Date:	12/01/2043
Loan Type:	Conventional
Current Interest Rate:	4.0000%
Next Escrow Analysis:	02/01/2014
Property Address	
1300 Circle Way Ogden, UT 84404	

Date Prepared: 02/01/2014

Loan Account History									
Pmt Due	Rec'd Date	TC - Description	Payment	Interest	Principal	New Balance	Escrow Bal	Late Charge	Partial Funds
	12-13-13	NL-New Loan Amount (Principal)	\$164,250.00	\$0.00	-\$164,250.00	\$164,250.00	\$0.00	\$0.00	\$0.00
	12-18-13	E2O-Insurance Escrow Disb	\$53.96	\$0.00	\$0.00	\$164,250.00	-\$53.96	\$0.00	\$0.00
	12-18-13	E3O-PMI Escrow Disbursement	\$69.38	\$0.00	\$0.00	\$164,250.00	-\$123.34	\$0.00	\$0.00
01-01-14	01-03-14	01-Regular Payment	\$1,038.53	\$547.50	\$236.65	\$164,013.35	\$131.04	\$0.00	\$0.00
	01-22-14	E2O-Insurance Escrow Disb	\$53.96	\$0.00	\$0.00	\$164,013.35	\$77.08	\$0.00	\$0.00
	01-22-14	E3O-PMI Escrow Disbursement	\$69.38	\$0.00	\$0.00	\$164,013.35	\$7.70	\$0.00	\$0.00
* Transaction is part of a multiple payment (MP)									
2014 YEAR TO DATE TOTALS			\$1,161.87	\$547.50	\$236.65			\$0.00	\$0.00

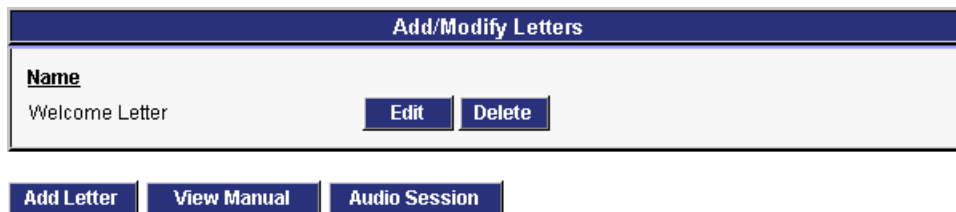
Operator-defined message prints here.

Add/Modify Letters

This selection is to create and modify letters to be sent to borrowers in the Loan Servicing package. By default, the borrower's name, address and account number, and the date are automatically included in the header of the letter. There is no limit to the number of letters that can be created.

The letters are printed from Loan Servicing > Customer Service > Print General Letters. When the letter is printed, a comment line is added in **Comments** indicating the date and time the letter was printed.

On the main MC Software menu, select **Loan Servicing > Customer Service > Add/Modify Letters**:



Name

The descriptive name entered when creating the letter.



Option to edit an existing letter.



Option to delete an existing letter.



Options to display the *Customer Service* manual and to listen to the recorded audio training session.



Click **Add Letter** to create a letter.

The screenshot shows a software window titled "Add/Modify Letters". At the top, there is a text input field labeled "Letter Name". Below this field is a green checkmark followed by the text: "The borrower's name, address, loan number and the date are all automatically included in the header of the letter. Click 'Print Preview' to view a sample." Below this text is a large, empty rectangular area with a vertical scrollbar on the right side. At the bottom of the window, there are two buttons: "Save" and "Print Preview".

Letter Name

Enter a brief description of the letter.

Borrower Information

When unchecked, the borrower's name, address, account number, and current date will be suppressed on the top of the letter. This makes it possible to address the letter to an escrow dealer, etc. The operator must adjust the placement if aligning to print in a window envelope.

Save

After completing the letter or making any modifications, click **Save** to retain the information.

Print Preview

Once set up, the operator can preview a sample of the letter and make modifications if necessary.

Available Fields

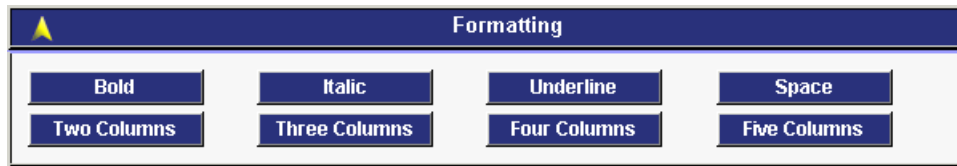
The following are the fields available to be inserted in any letter. Just click the appropriate button in the position where the data in the field is to be printed on the letter. The selected fields will display in brackets on the setup screen and on print preview, e.g., [Borrower]. The program will adjust the verbiage entered by the operator to allow room for the field being printed.

Deed Book, Deed Page, and Filing Number are from the Secondary Market - Loan Sales Information section of the Loan Processing Master Record.

Common Inserts			
<u>Loan/Borrower Information</u>		<u>Payoff Information</u>	
Account Number	Principal Balance	FHA Section	Paid in Full Date
Borrower	Partial Balance	FHA/VA/PMI Num.	Payoff Code
Primary SSN	Int. Paid to Date	Current Int. Rate	Payoff Code Desc.
Co-Borrower	Next Pmt. Date	Current P&I	FF Company Name
Co-Borrower SSN	Late Fees Due	Sub. Payment	FF Company Add.
Mail Address 1	Property Address	DDA Number	FF City, State & ZIP
Mail Address 2	Property CSZ	Fees-Charges Due	Contact Person
City, State & ZIP	Last Pmt. Date	First Pmt. Date	Contact Phone
Orig. Loan Amt.	Borrower Phone	Bal. at Maturity	New Loan Number
Maturity Date	Business Phone	Property County	Total Payoff Amt.
Origination Date	Deed Book	Deed Page	Principal Paid Off
Filing Number			

Other Inserts			
<u>Data Fields</u>		<u>Misc. Fields</u>	<u>Escrow Fields</u>
Installments Due	Last Contact	Page Break	Fire Dealer
Escrow Constant	CL End Draw Date	Current Date	Dealer Address
One Installment	Originating Lender	Two Weeks	City, State & ZIP
Total Inst. Due	Processing ID	Three Weeks	Fire Escrow ID
Total Due		30 Days	PMI Dealer
Promise Action		60 Days	Dealer Address
Two Installments		90 Days	City, State & ZIP
LC * Installments	<u>Bankruptcy Fields</u>	<u>Investor Fields</u>	PMI Escrow ID
1st Install Due	Attorney Name	Investor Name	
2nd Install Due	Address	Address	
3rd Install Due	City, State & ZIP	City, State & ZIP	
Current LTV	Trustee Name	Loan Number	

Formatting



To make a word or phrase **bold**, *italic*, or underlined, click the desired attribute and replace the words “Type Here” with the verbiage or insert.

Click the **Space** button to add one space per click to the letter. Inserted data will not move those spaces.

Columns – To create columns in the letter, click the appropriate button and replace the words “Type Here” with the desired verbiage or insert you want in each column. If there are multiple lines in column 1, press **Enter** and type the data for the next line in column 1. Finish entering the data in column 1 before moving on to column 2. The columns will always start flush with the left margin.

Print General Letters

This option is to print letters created in Loan Servicing > Customer Service > Add/Modify Letters. A loan qualifies to be entered in this queue if it is in the Loan Servicing Index for active/removed loans and the Mail Code on the Payment Information section of the Master Record permits letters to be sent.

A letter prints for additional borrowers with *Send Notices* indicated on the **Additional Borrowers Information** screen.

On the main MC Software menu, select **Loan Servicing > Customer Service > Print General Letters**:

The screenshot shows a software window titled "Print General Letters". At the top, there are two radio buttons: "Single Account" (selected) and "Select Group". Below this is a section labeled "Account" with two input fields and an "Add" button. Underneath are two checkboxes: "Annual Meeting" and "General Letter". A horizontal line separates this from a table with two columns: "Account" and "Letter". The table contains one row with the values "29-2 Daniel Jacobs" and "Annual Meeting", and a "Delete" button to the right. Below the table are two checked checkboxes: "Include Company Name" and "Include Company Logo". At the bottom of the window, there is a "Print" button, a dropdown menu currently showing "All Letters", a "View Manual" button, and an "Audio Session" button.

Single Account

Allows the operator to add single accounts to print. Indicate which letter is to be printed and click **Add** to enter the loan in the queue. Removed loans may be added to the queue using this option.

Select Group

The program is designed to select a group of loans for a letter to be prepared.

Print Action Letters

Single Account Select Group

Letter: 30 Day Letter

Include Removed Loans:

Installments: [Dropdown]

By (Select One of the Following): Control(s)

Control(s):

- 001 In House Loans
- 002 Fannie Mae
- 003 Freddie Mac
- 004 Federal Home Loan Bank
- 005 Outside Investor

*Click and drag mouse or press and hold [Ctrl] to make multiple selections.

Add

Include Company Name Include Company Logo

Letter

From the drop-down list, indicate the letter to be printed.

Include Removed Loans

Check this option if removed loans are to be included when printing the letters.

Installments

Select the number of installments due from the drop-down list or leave blank to include all.

By (Select One of the Following)

From the drop-down list, indicate the group for which the letter will be printed. The selection can be by: Control(s), Loan Type, Investor(s), Account Range, Paid in Full Date Range, or Balloon Loans. To choose multiple controls or investors, hold the [Ctrl] key down and click the desired selections. To unselect, [Ctrl] click.

Include Company Name

Check this option to include the company name and address on the letter as set up in Maintenance > Company - Miscellaneous > Company Information)

Include Company Logo

Check this option to include the company logo on the letter as set up in Maintenance > Company - Miscellaneous > Company Information > Company Image (JPG).

Print

From the drop-down list, select to print *all* letters indicated for the loans in the queue or a specific letter. After the letter(s) are printed, a **Refresh** button displays. Clicking this button removes the loan(s) from the queue and adds a comment line in **Comments** indicating the date and time the letter was printed.

The program creates a .pdf (portable document format) of the letter. The toolbar within the PDF report display screen contains options to **save** to a file, **print** or **e-mail** the letter.

View Manual

Audio Session

Options to display the *Customer Service* manual and to listen to the recorded audio training session.

Address Labels

This program will prepare address labels using data in the Loan Servicing package. The labels are formatted to fit on Avery® Laser 5262™ labels.

A label prints for additional borrowers with *Send Notices* indicated on the **Additional Borrowers Information** screen.

On the main MC Software menu, select **Loan Servicing > Customer Service > Address Labels:**

Account	
29-1	George Larson
29-2	Daniel Jacobs

The operator can choose to print the labels using the following selections. To make multiple selections, hold the [Ctrl] key down and click the desired selections. To unselect, [Ctrl] click.

Control

The first three digits of the account number. The operator can indicate *All* controls or select individual controls.

State

The state in which the property is located from the Property Information section of the Master Record. The operator can indicate *All* states or select individual states.

Location

Location Code from the Property Information section of the Master Record. The operator can indicate *All* locations or select individual locations.

Loan Type

Loan Type from the Loan Information section of the Master Record. The operator can indicate *All* loan types or select individual loan types.

Escrow Type

Escrow Types 1 through 9 plus A may be selected. The operator can indicate *All* Escrow Types or select individual Escrow Types.

Investor

Investor from the Investor Information screen. The operator can indicate *All* investors or select individual investors.

Purchase Date

Purchase Date from the Miscellaneous Information section of the Master Record. All qualifying loans within the date range will be entered in the queue.

Billing Method

Billing Method from the Payment Information section of the Master Record. The operator can indicate *All* Billing Methods or select individual Billing Methods.

Omit Paid Off

An option to omit printing labels for loans that are paid off as indicated by the Paid in Full Date on the Action Information section of the Master Record.

Sort by

When printed, the labels can be sorted by either the Account Number or ZIP Code.

Add

Enters the accounts in the queue.

Delete

Removes the loan from the queue.

Clear All

Clears all loans from the queue.

Print

The program creates a .pdf (portable document format) of the labels. The toolbar within the PDF report display screen contains options to **save** to a file, **print** or **e-mail** the labels.

View Manual

Audio Session

Options to display the *Customer Service* manual and to listen to the recorded audio training session.

Loan Verification

This section prepares data from the Master Record, Escrow Record, and History Record for a verification of a loan being serviced.

The verbiage for the verification is set up in Maintenance > Servicing > Standard Fields > Loan Verification Letter.

On the main MC Software menu, select **Loan Servicing > Customer Service > Loan Verification:**

Verification of Mortgage

Include Company Header Include Company Logo

Servicer Information

Physical Address Mailing Address

Servicer Name: Your Company Name Appears Here

Street 1: 2650 Washington Blvd.

Street 2:

City, State, ZIP: Ogden UT 84401

Phone Number: (801) 621-3900

Verification Signed By

Name:

Title:

E-mail:

[Print](#) [View Manual](#) [Audio Session](#)

Include Company Name

Check this option to include the company name and address on the verification as set up in Maintenance > Company - Miscellaneous > Company Information.

Include Company Logo

Check this option to include the company logo on the verification as set up in Maintenance > Company - Miscellaneous > Company Information > Company Image (JPG).

Servicer Information

Indicate to use either the company name and **physical address** or **mailing address** as set up in Maintenance > Company - Miscellaneous > Company Information for the Servicer Information on the verification. If the information is modified, it will be changed for this printing only.

Verification Signed By

Name, title, and e-mail address of the person signing the verification.

[View Manual](#)

[Audio Session](#)

Options to display the *Customer Service* manual and to listen to the recorded audio training session.

[Print](#)

Option to print the verification. The program creates a .pdf (portable document format) of the form. The toolbar within the PDF report display screen contains options to **save** to a file, **print** or **e-mail** the form.

The following items are included:

Borrower Information

Borrower name and address from the Borrower Information section of the Master Record.

Property Address

Property Address from the Property Information section of the Master Record.

Loan Origination Date

Original Date of Loan from the Loan Information section of the Master Record.

Maturity Date

Maturity Date from the Loan Information section of the Master Record.

Original Loan Amount

Original Loan Amount from the Loan Information section of the Master Record.

Current Account Balance

Principal Balance (UPB) from the Payment Information section of the Master Record.

Next Payment Date

Next Payment Date from the Payment Information section of the Master Record.

Account Current

Yes indicates the account is current, **No** indicates the account is not current.

Loan Type

Loan Type, Amortization Type, and Repayment Frequency from the Loan Information section of the Master Record.

Monthly Payment of P&I

P&I Payment Constant from the Payment Information section of the Master Record.

Payment With Escrows

P&I Payment Constant plus the Escrow Constants.

Interest Rate

Current Interest Rate from the Payment Information section of the Master Record.

Number of Late Payments

Late Total from the Credit Bureau Information section of the Master Record.

Loan Assumed

If Assumption Date from the Miscellaneous Information section of the Master Record has a date, this will indicate **Yes**.

Loan in Foreclosure

If Legal Action Code on the Action Information section of the Master Record has a code of 33, 43, 45, 46, 68, 71, 74, 94, 95, 1A, BE, or AO, this will indicate **Yes**.

Loan in Bankruptcy

If Legal Action Code on the Action Information section of the Master Record has a code of 59, 65, 66, 67, or 69, this will indicate **Yes**.

Owner of First Mortgage

Investor Name from the Investor Number Master File as set up in Maintenance.

12-Month Payment History

Beginning with the most recent, the program lists up to 12 months of loan history for Transaction Codes 01, 02, 11, 12, and B1.

Servicer Information

Company name information unless modified on the print screen.

Signature

Signature of the person signing the verification.

Date

The date the verification was signed.



Your Company Name Appears Here
2650 Washington Blvd
Ogden UT 84401

Company Phone: (801) 621-3900
Toll Free Phone: (800) 897-9918
E-mail: mcoss@mcoffice.com

Reply to Verification of Mortgage Account

Borrower Information

George McIntyre
1560 28th Street
Ogden UT 84403

Date Prepared: 06/03/2013
Account Number: 31-260

This loan data is furnished by request and is for your information only. The servicer is not liable for any information disclosed or to whom it is disclosed. The servicer does not guarantee the accuracy of the data provided.

Property Address: 1520 Cypress Street, Ogden UT 84404, Weber County

Loan Information

Loan Origination Date:	02/12/2013	Monthly Payment of P&I:	\$945.65
Maturity Date:	03/01/2043	Payment With Escrows:	\$1,236.82
Original Loan Amount:	\$201,101.13	Interest Rate:	3.8750%
Current Account Balance:	\$200,209.47	Number of Late Payments:	0
Next Payment Date:	07/01/2013	Loan Assumed:	No
Account Current:	Yes	Loan in Foreclosure:	No
Loan Type:	Conventional Monthly	Loan in Bankruptcy:	No
		Owner of First Mortgage:	Fannie Mae

12-Month Payment History

01. 06/03/2013	08.	15.	22.
02. 05/01/2013	09.	16.	23.
03. 04/01/2013	10.	17.	24.
04.	11.	18.	25.
05.	12.	19.	26.
06.	13.	20.	
07.	14.	21.	

Servicer Information

Your Company Name Appears Here
2650 Washington Blvd
Ogden UT 84401
Phone: (801) 621-3900

Signature	Date
-----------	------

Jane Doe
Loan Officer
jane.doe@company.com

Loan Payoff Quote

This selection computes a payoff quote for a specified loan account.

Important!

*Loan Payoff Quote is **not** for applying transactions to payoff a loan, but for the quoting of a loan payoff for a specified account.*



*Before paying a loan in full, **always** print a Loan Payoff Quote to determine the total amount due and other information to enter in the various transactions.*

On the main MC Software menu, select **Loan Servicing > Transactions > Loan Payoff Quote**:

Loan Payoff Quote	
Loan Type	Conventional Print
Date Pay To	<input type="text"/> <input style="font-size: 8px;" type="button" value="Calendar"/> Member Number <input type="text" value="123456789012345"/>
Compute Odd Days	<input type="radio"/> 360 <input type="radio"/> 365 <input type="radio"/> 366
Odd Days Per Diem	<input type="text" value="0.0000"/>
Costs (UT)	1. <input type="text"/> \$ <input type="text"/> 2. <input type="text"/> \$ <input type="text"/> 3. <input type="text"/> \$ <input type="text"/> 4. <input type="text"/> \$ <input type="text"/>
Bankrupt Ledger / Foreclosure Expenses	\$ <input type="text"/>
Prepayment Fee	\$ <input type="text"/> Special Terms - check note
Partial Balance	\$ <input type="text"/>
Buydown Balance	\$ <input type="text"/>
Escrow - Funds	\$ <input type="text"/>
Escrow - Interest Accrued	\$ <input type="text"/>
Escrow - Current Interest	\$ <input type="text"/>
Freeze Code	<input type="text"/>
Freeze Code Description	<input type="text"/>
<input checked="" type="checkbox"/> Include Company Name <input checked="" type="checkbox"/> Include Company Logo	

[Print](#)

[Print and Payoff](#)

[Audio Session](#)

Loan Type

Loan Type from the Loan Information section of the Master Record.

Member Number

Member Number from the Borrower Information section of the Master Record. Display only.

Date Pay To

Enter the date to which interest will be computed for the payoff.



*Interest is computed **to** and **not through** the date entered.*

Compute Odd Days

Important!

*This is odd days interest, **outside** of amortization.*

The interest outside of amortization is computed on 365 for the odd days interest calculation. The program defaults to 365 days.

The program will compute interest on the scheduled payments from the Master Record based on the selection of 360, 365, or 366.

Odd Days Per Diem

The program displays the amount of interest per day. No modification is permitted.

Costs

The program provides four fields where extra costs information can be entered (e.g., recording fees, etc.). Field labels and dollar amounts can be set up in Maintenance > Servicing > Standard Fields > Loan Payoff Quote. The default label and dollar amount can be modified. Labels and the dollar amounts for just this loan can be entered, but the information will not be retained for future Loan Payoff Quotes.

Bankrupt Ledger / Foreclosure Expenses

Expenses incurred and posted to the loan in the Bankruptcy Record or Foreclosure Ledger will be displayed. No entries are made on the Transaction Register, General Ledger or Foreclosure Ledger for the Foreclosure amount.

Prepayment Fee

If there is a Prepayment Fee, enter the amount in this field. If anything other than **No prepayment penalty** is indicated on the Loan Information section of the Master Record, the program will display the prepayment penalty selected.

Partial Balance

Any amount shown in Partial Balance on the Payment Information section of the Master Record will be automatically entered here. This amount will be subtracted from the payoff amount. This amount can be modified.

Buydown Balance

The dollar amount in Buydown Balance on the Fees and Balance section of the Master Record will be entered and subtracted from the payoff amount. This amount can be modified.

Escrow - Funds

The **Escrow Funds** screen displays the balance of all Escrow Records to select which funds are to be applied to the payoff or held back. The selections made within **Escrow - Funds** will be saved and displayed the next time a payoff quote is processed on the same loan.

Escrow Funds							
Type	AM	Dealer	Due Date	Balance	Constant	Apply to Payoff	Amount to Hold
1	A	57	11-30-2013	\$ 2,390.67	\$265.63	\$ 2,390.67 >	\$
Type	AM	Dealer	Due Date	Balance	Approved to Pay	Apply to Payoff	Amount to Hold
1	I	56	04-01-2013	\$ 814.12	\$ Restore	\$ >	\$ 814.12
2	M	18	03-01-2013	\$ 113.16	\$ 56.58 Clear	\$ 56.58 >	\$
3	M	3	03-01-2013	\$ 180.00	\$ 60.00 Clear	\$ 120.00 >	\$
Extra Months					0 1 2		
Total:				\$ 3,497.95	\$ 116.58	\$ 2,567.25	\$ 814.12

Accept and Return

The program default is to apply all escrow funds to the payoff, except those in **Approve to Pay**. If funds are to be held back for a few weeks, enter the amount in **Amount to Hold**. If the entire amount in **Apply to Payoff** is to be held back, press the arrow and the entire amount will be transferred to **Amount to Hold**. Press the **Accept and Return** button to return to the **Loan Payoff Quote** screen.

Extra Months

Option to hold up to two months of monthly PMI premiums.



*If the escrow account is in the **Approve to Pay** queue, the escrow will be displayed in a separate category indicating the amount in **Approve to Pay** and the option to **Clear**. The program will not remove the escrow from the queue during the Loan Payoff Quote but will calculate the payoff as if the funds were removed from the **Approve to Pay** queue. This is displayed here for your information. The escrow is actually removed from **Approve to Pay** during the Loan Payoff Entry stage.*

Escrow - Interest Accrued

On escrow accounts coded to pay interest, this will be the total interest accrued not yet paid.

Escrow - Current Interest

Interest due the borrower on *early* payoff if the State Escrow File in Maintenance > Servicing > State Escrow File for the property state the loan resides in indicates to pay *Interest to Date*.

Freeze Code

The program will display any Freeze Code (Soft, Medium, or Hard) entered on the Payment Information section of the Master Record. Modification is permitted to allow a Freeze Code to be placed on the loan as part of the Payoff Quote process to flag the loan.

Include Company Name

Check this option to include the company name and address on the payoff quote as set up in Maintenance > Company - Miscellaneous > Company Information.

Include Company Logo

Check this option to include the company logo on the payoff quote as set up in Maintenance > Company - Miscellaneous > Company Information > Company Image (JPG).

Audio Session

Option to listen to the recorded audio training session.

Print and Payoff

Prints the payoff quote and then takes the operator directly to the Loan Payoff Entry screen.

Print

The date the payoff quote is printed is automatically entered in Payoff Quote Date and the date to which the interest was computed is entered in Interest Calculated to Date on the Action Information section of the Master Record. A *** Payoff Quote Issued *** comment is entered in **Comments** by the program.

The program creates a .pdf (portable document format) of the form. The toolbar within the PDF report display screen contains options to **save** to a file, **print** or **e-mail** the form.



ABC Credit Union
1234 ABC Street
Ogden UT 84404

Company Phone: (801) 621-1234)1) 621-1234
Toll Free Phone: (800) 621-5678 0) 621-5678
E-mail: abc.cu@company.com any.com

Loan Payoff Quote

Josh Alan McKay Jr
Mary Ellen McKay
1800 East 4800 South
Ogden UT 84403-1800

Date Prepared: 02/12/2013
Account Number: 26-154

Property Address: 1800 East 4800 South, Ogden UT 84403-1800
Original Loan Amount: \$190,000.00

Fixed Rate Monthly Conventional Loan

Funds Due		
Current Loan Balance		\$159,365.53
Interest		
02-01-2013 to 03-01-2013		
Rate 1 Periods @ 4.5000 (360)	\$597.62	
Per Diem 0 Days @ 19.6478 (365)	\$0.00	
Total Interest Due	\$597.62	\$597.62
Late Fees Due		\$0.00
Costs		
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
Total Costs	\$0.00	\$0.00
Prepayment Fee		\$0.00
Fees - Charges Due		\$0.00
Bankrupt Ledger / Foreclosure Expenses		\$0.00
Subtotal	\$0.00	\$159,963.15
Less		
Escrow Reserves	\$3,497.95	
Accrued Escrow Interest	\$0.00	
Current Escrow Interest	\$0.01	
Escrow Approved to Pay	(\$116.58)	
Lender Will Refund	(\$814.12)	
Escrow Applied to Payoff	\$2,567.26	\$2,567.26
Partial Balance		\$0.00
Buydown Balance		\$0.00
Subtotal	\$0.00	\$2,567.26
Total Funds Required to Pay Off Loan		\$157,395.89

Payoff Figure is Good to 03-01-2013. Void After This Date.

The information furnished is provided at your request for a possible payment in full of this loan. This information is provided as a courtesy and data is not guaranteed. If you have questions, please call 1-800-621-5678.

Prepared by: Vicki

Signature: _____

Mailing Address: ABC Credit Union, 1234 ABC Street, Ogden UT 84404

Loan Progress

This option displays the loan balance at maturity or at a future date. This could be used if a borrower wants to know what a loan balance will be at the date of a balloon payment.

This option can also be used to demonstrate to borrowers the savings by increasing the monthly payment a few extra dollars or changing the payment interval.

On the main MC Software menu, select **Loan Servicing > Customer Service > Loan Progress**:

Loan Progress				
Account Number	29	1000		
Current Loan Balance	\$ 158,688.59			
Current Interest Rate	4.0000 %			
Current Principal and Interest	\$ 758.70		New P&I Payment	\$
Payment Interval	Monthly		New Pay Interval	Monthly
Interest Rate Computed on Days	360		New Int Comp Days	360
Next Payment Date	8-01-2013		Extra Principal	\$ 100.00
Date of Maturity	6-01-2043		New Maturity Date	08-01-2037
Loan Balance at Maturity	\$		New Final Payment	\$ 528.11
<input checked="" type="checkbox"/> Include Company Name <input checked="" type="checkbox"/> Include Company Logo				

[Recompute](#) [Print](#) [View Manual](#) [Audio Session](#)

Account Number

Control Number and Loan Number.

Current Loan Balance

Principal Balance (UPB) from the Payment Information section of the Master Record.

Current Interest Rate

Current Interest Rate from the Payment Information section of the Master Record.

Current Principal & Interest

P&I Payment Constant from the Payment Information section of the Master Record.

Payment Interval

Repayment Frequency from the Loan Information section of the Master Record.

Interest Rate Computed on Days

Interest Days Calc from the Loan Information section of the Master Record.

Next Payment Date

Next Payment Date from the Payment Information section of the Master Record.

Date of Maturity

The program displays the Maturity Date from the Loan Information section of the Master Record. Modification is permitted.

Loan Balance at Maturity

The program displays the unpaid principal balance as of the date entered.

New P&I Payment

Demonstrate to borrowers the new maturity date when the P&I payment is increased a few dollars over the life of the loan.

New Pay Interval

Demonstrate to borrowers the new maturity date when, for example, the payment interval is changed from monthly to biweekly.

Int Comp Days

Interest Days Calc from the Loan Information section of the Master Record. The program may modify this field depending on the New Pay Interval selected.

Extra Principal

Demonstrate to borrowers the new maturity date when extra principal is applied over the life of the loan.

New Maturity Date

The program calculates the new maturity date based on the data entered.

New Final Payment

The program calculates the new final payment based on the data entered.

Include Company Name

Check this option to include the company name and address on the form as set up in Maintenance > Company - Miscellaneous > Company Information.

Include Company Logo

Check this option to include the company logo on the form as set up in Maintenance > Company - Miscellaneous > Company Information > Company Image (JPG).

Recompute

If the maturity date is modified, click **Recompute** and the program will calculate the loan balance at the new date.

View Manual

Audio Session

Options to display the *Customer Service* manual and to listen to the recorded audio training session.

Print

Option to print the data displayed on the screen. The program creates a .pdf (portable document format) of the form. The toolbar within the PDF report display screen contains options to **save** to a file, **print** or **e-mail** the form.



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 Ogden UT 84404

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 Toll Free Phone: (800) 621-5678
 E-mail: abc.cu@company.com

Loan Progress

Thomas Howard Simmons
 Haley Marie Simmons
 1290 First Avenue
 Ogden UT 84404

Date Printed: 06/04/2013
 Account Number: 29-1000

Current Loan Balance	\$158,688.59
Current Interest Rate	4.0000
Current Payment to Principal and Interest	\$758.70
Payment Interval	Monthly
Interest Rate Computed on Days	360
Next Payment Date	08/01/2013
Date of Maturity	06/01/2043
Loan Balance at Maturity	\$0.00
<hr/>	
New P&I Payment	\$0.00
New Payment Interval	Monthly
New Interest Rate Computed on Days	360
Extra Principal	\$100.00
New Maturity Date	08/01/2037
New Final Payment	\$528.11