



CONGRATULATIONS.

You're a homeowner.



**Idaho Housing
and Finance**
Association

HomeLoanServ®

Our Mission Statement

Idaho Housing and Finance Association improves lives and strengthens Idaho communities by expanding housing opportunities, building self-sufficiency, and fostering economic development.



Dear Homeowner,

Congratulations on becoming a homeowner!

This informational packet is designed to answer common questions about your home loan and to help clarify the home mortgage process.

WELCOME

Idaho Housing and Financing Association (IHFA) introduces your mortgage servicer, HomeLoanServ[®]. HomeLoanServ[®] partners with IHFA to provide its customers the best service for your IHFA loan. Customer service is our priority so we have created a convenient online tool to help you manage your HomeLoanServ[®] Borrower Connection account. Here you can make payments online and manage your home loan account anytime, anywhere.

CREATE YOUR BORROWER CONNECTION ACCOUNT

To create your HomeLoanServ[®] Borrower Connection account, make sure you have your home loan number, found in your welcome letter, handy. Then go to homeloanserv.com, click on "Create Account" and follow the simple steps on the screen. Through Borrower Connection, you will always have your account details at your fingertips and can do things such as:

- Easily make your mortgage payments online
- Check your loan balance
- Get updated statements
- Look up your interest rate
- Access your 1098 information
- Download a digital copy of your Welcome Home packet
- Check FAQs for other information

Create your account today and be entered to win a \$100 gift card. A new winner is selected each quarter.

My Loan Number is: _____

(Insert your loan number found in your welcome letter)

MAKE A PAYMENT

Your payment is due on the first day of each month. Late charges are applied to payments received after the 16th of the month. Payments not received by 6 p.m. MST on the last business day of the month they are due will be reported as delinquent to the credit bureaus. Make your payments in one of the following ways:

Online

1. Visit homeloanserv.com, our secure online payment login screen.
2. Enter your username and password and click Log In. Select a username and password that is easy to remember. Each time you log in, you'll be sent a six-digit code to enter. This code can be sent by email, text, or phone call — whichever you choose. Once you receive that code, enter it and click submit. If you have not created an account, click "Create Account" and follow the directions on screen. Please note on your first visit you will be asked to enter your loan number, the last four digits of your Social Security number, and the ZIP code of your property address.
3. Click "Make a Payment" and follow the directions on the screen.
4. Once your account is set up, you can click "Make a Payment" each month.

Automatic Bank Draft

Sign up for free automatic bank drafts to ensure your payment is always on time. Your payment will be automatically deducted from your checking or savings account on the day it is due, eliminating any chance of a late fee. To set up your automatic bank draft payment, fill out the "Automatic Bank Draft Authorization" form in the back of this packet or access the form online through your Borrower Connection account and follow the instructions for completion. Once your paperwork has been processed, you will receive a letter with the date the automatic payment will begin.

Phone

You can pay by phone with the assistance of a customer service representative. Since there is a \$10 fee for this option, we encourage you to make your payment online, by automated bank draft, or by mail because there is no fee for these options. You may also pay by automated phone system by calling 800.526.7145. Be sure to select the free automated phone system option to avoid the \$10 fee associated with using assistance of a customer service representative.

Mail

Include your payment coupon and mail your payment to:

HomeLoanServ[®]
P.O. Box 7541
Boise, ID 83707

Drop Box

You can drop off your check or money order with your payment coupon at our drop box located outside the main building entrance at:

565 W. Myrtle Street
Boise, Idaho

Please do not mail or drop off cash. We cannot accept cash payments.

FREE HOUSING ADVICE

If you can't pay your mortgage payment, don't panic. Contact us immediately and explain the situation. Don't be afraid to call. No situation is hopeless. We have free housing advisors who are trained and experienced in dealing with every situation. To reach a certified housing advisor, call toll free at **877.695.2655**

HOMELOANSERV[®] COMMUNICATIONS

Please be sure to keep your contact information and email up-to-date in Borrower Connection to ensure you receive important communications from us. Watch Borrower Connection for informational postings on your mortgage loan and homeowner tips as well.

Important Reminders

Have you filed for your Homeowner's Exemption?

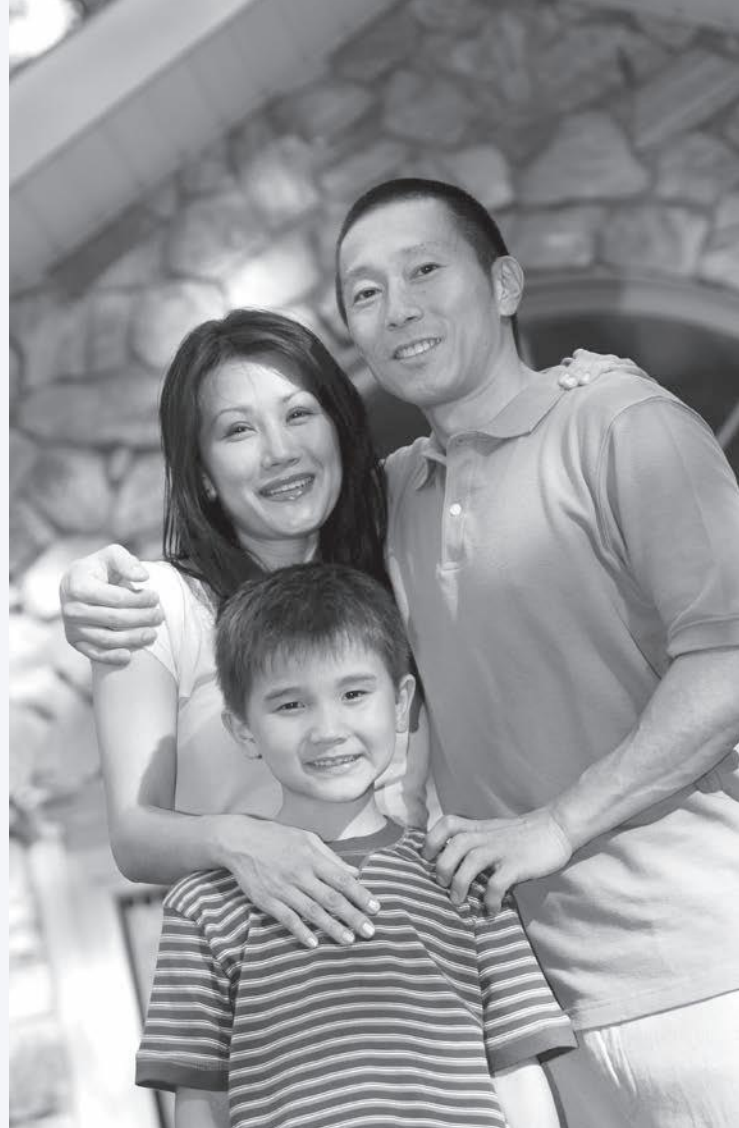
If you have not already done so, be sure to file for your homeowner property tax exemption with your county assessor. This will reduce your real estate taxes.

Have You Applied For Your Homebuyer Tax Credit?

If your lender did not reserve your homebuyer tax credit at loan closing, and it is still within 30 days of closing, you may still apply. There is a one-time minimal fee.

The Homebuyer Tax Credit is available only on our loan products, and can save you up to \$2,000 or 35% of the total mortgage interest paid in income tax credits each year as long as you own and live in your home. If you applied for the Homebuyer Tax Credit program when you purchased your home, you will receive a Mortgage Credit Certificate (MCC) at the end of the first year of your mortgage. Please be sure to keep the MCC in a safe place for the life of your loan. To take advantage of the program, simply utilize the MCC and the mortgage interest statement you receive each year to complete IRS form 8396. If you need assistance to complete the IRS form, please contact a tax advisor or tax preparer. The IRS has additional information available at irs.gov/form8396.

Save up to \$2,000 each year!



Household Budgeting

If you don't already have a budget, it's never too late to start one. This is the best way to ensure that you are always in a position to pay essential bills. Here are some budget basics:

If you can't pay all your bills, don't ignore them.

Contact your creditors as soon as you know that you will not have funds to pay everything on time. Figure out how much you will have to pay and then prioritize those funds. Everyone's situation is different, but the usual list would be food, utilities, house payment, and car payment — in that order. Contact creditors and let them know what to expect. The worst thing you can do is ignore them. Most creditors will work with you if they know that they eventually will be paid in full. Do not fall into the payday or title loan trap. This is a vicious cycle that can make your situation much worse in the long run. It is better to let a creditor know you will pay late than to pay on time with a payday loan and then be faced with trying to pay off exorbitant interest and fees on these types of cash advances.

Budget for regular maintenance and unexpected repairs.

Some experts suggest budgeting one percent of the purchase price of the house for annual maintenance and repairs.

Adhere to a regular savings plan.

Think about it as paying yourself first. Regularly putting a portion of each paycheck into savings helps create a sense of financial stability. Many financial advisors suggest saving five percent of your take-home pay.

Always keep an emergency fund on hand.

Saving money isn't always easy, but having an emergency fund set aside can make dealing with unexpected events, such as replacing the hot-water heater when it suddenly springs a leak, much easier. If you don't already have such a fund, it's a good time to start one. You'll be glad you did.

Know what bills are due and when.

Compare the timing of your set expenses (such as your mortgage, utilities, car payments, etc.) with your pay schedule. If you get paid weekly, you need a different strategy than if you get paid monthly. In either case, a checking account will provide an easy way to pay your bills, and a way to help you keep track of what you spend.

Ask electric and gas companies about their "level pay" plan.

Based on the history of gas or electric use in the home, the company arrives at an estimated annual cost then divides it by 12 months. You are billed for the same amount every month, though the utility company still keeps track of how much you use. Once a year, the company adjusts your average monthly payment up or down according to your actual use, then you pay that amount for the next year. This helps with budgeting since you know in advance how much that bill will be.

Know how you spend your money.

Get in the habit of saving receipts. Jot down what they're for if they're not itemized. This is an easy way to keep track of your cash expenditures. Then categorize all of your expenditures for an entire month. If money is tight, look for ways you can economize. You will have to do your own analysis, but this will help you see where your money is being spent and help you make adjustments as needed.

Plan for large, periodic expenses.

Expenses such as property taxes, homeowner's insurance (if they're not paid by the lender), car insurance, and water bills can be put on a "budget calendar" that shows the approximate amount of the expenses and when they come due.

Plan ahead for major purchases.

Whenever you purchase something on credit, look carefully at the financing terms, including the APR. Often the retailers that offer the easiest terms (no payments due for three months financing) actually charge the highest interest rates. Shop around. Try to save for things you need rather than charging them. You'll pay less and you may decide that you'd rather use the money for something else.

Questions And Answers

Who is HomeLoanServ®?

HomeLoanServ® is a partner with IHFA that provides loan services for their borrowers.

Is my personal information kept private?

We respect the privacy and security of your personal information. Just like you, we want all of your personal information kept that way — personal and private. Our staff adheres to the detailed privacy policy that is enclosed in this packet for your review.

How do I make my payment?

You may make your payments online through HomeLoanServ® Borrower Connection at homeloanserv.com, by automatic bank draft, or by mail. For more information please see page one of this packet.

When is my payment considered late?

Your payment is due on the first day of the month. Late charges are assessed to the loan if payment is received after the 16th of the month. Postmarks are not considered when determining late payments.

What do I do if my payment is going to be late?

Notify us as soon as you know your payment will be late. Through our free advisement service, an advisor will help you with a plan to get back on track.

What do I do if I cannot make my monthly payment?

Notify us as soon as you know your payment will be late. Through our free advisement service, an advisor will help you with a plan to get back on track.

Can I defer a payment to the end of the loan?

Our mortgage loans do not allow deferment of payments. If you are having problems making your payment, please contact us immediately. We may have other options that can help.

Can I use a debit or credit card to make my payment?

We are able to accept debit card payments, but do not have a system in place to process credit card payments. Debit card payments can be made online or with a representative over the phone.

How do I add, remove, or change a name on my loan?

We cannot add people to a loan but we can update the name of an original borrower. Send a photocopy of the legal document showing the name change and a written request that includes your loan number to customer service at PO Box 7899, Boise, ID 83707. In some cases, names can be removed from a loan. To find out more about this, contact customer service.

What is an “owner occupancy requirement?”

One of the requirements of some loans is that the borrower must occupy the home for the life of the loan. If you have to move, for example because of a job transfer, contact customer service with your new address, phone number, and your plans for the home. We may approve a waiver of this requirement.

What is an escrow payment?

Your payment has two parts. The first part is principal and interest, which repays your home loan. The second part of your payment is the escrow portion. This portion pays for your property taxes, homeowners insurance, and mortgage insurance, and changes annually depending on your tax or insurance premium changes. Contact the county for information regarding the tax amount. Talk to your insurance agent for information on your insurance premium.

Why does my payment change when I have a fixed rate?

On a fixed rate loan, the principal and interest portion of your payment does not change. However, the escrow portion of your payment may change. The escrow payment is affected by increases or decreases in the tax and homeowners insurance bills we pay from your escrow account.

I just received a property tax bill, do I have to pay it?

Each year you should receive a bill (or a copy of the bill) from your county treasurer. We will receive the same information electronically and will pay your taxes from your escrow account.

How do I learn more about my property tax?

Contact your specific tax office.

I received a bill from my homeowners insurance company, do I have to pay it?

Your homeowners insurance is paid from your escrow account. We should receive a bill directly from your insurance company. However, if you receive your homeowners insurance bill, contact your insurance agent and make sure the mortgagee clause is:

HomeLoanServ®
ISAOA/ATIMA
PO Box 818007
Cleveland, OH 44181

Please be sure your insurance agent has HomeLoanServ[®] listed as your lender and knows your loan is escrowed so they bill HomeLoanServ[®], and give them your loan number so your bill can be processed promptly. Your agent may fax the bill to **888.218.9257** or email it to insdocs8263@oscis.com.

Do I have to have homeowners insurance?

Homeowners insurance is important for protecting your investment in a home from fire, theft, and other potential dangers. Adequate homeowners insurance is a requirement of your loan. If you do not obtain your own insurance, lender-placed insurance will be purchased for you that you will have to pay through your escrow.

What is mortgage insurance?

Mortgage insurance, either from a private company or a government agency, makes available loans with little or no down payment. Private mortgage insurance is generally required when the loan-to-value of the home is greater than 80 percent. Although paid for by the borrower, the policy insures the lender against default on the loan.

CONTACT CUSTOMER SERVICE

Please have your loan number handy. If you do not find the assistance you need at Borrower Connection, our customer service representatives are available to provide you with answers to questions regarding your home loan.

Borrower Connection

Access all your account information online at homeloanserv.com.

Customer Service and Automated

Phone Pay Number

800.526.7145

Hours of Operation

8 a.m. to 5 p.m. MT
Monday - Friday

Email

support@homeloanserv.com

Mail Payments to:

HomeLoanServ[®]
PO Box 7541
Boise ID 83707-1899

BORROWER CONNECTION

Borrower Connection is our secure, convenient online tool to help you manage your account.

Creating an Account

Have your loan number handy. It can be found in the letter that came with this packet.

1. Go to homeloanserv.com and click "Create Account".
2. Enter your loan number, the last four digits of your Social Security number, and the ZIP code of your property address. Click "Submit".
3. Enter your first name, last name, email address, phone number, and password. Click "Submit". The email address will become your username and your password must be at least eight characters.
4. You will receive an email from notify@homeloanserv.com that contains a link to confirm your email address. Click the link.
5. Confirm your phone number, either by text or voice call, by clicking the appropriate button. Enter the code you receive on the next screen.
6. Click "Continue" and log in to Borrower Connection.

Logging In

Each time you log in you will be sent a six-digit code to enter. This code can be sent by email, text, or phone call – whichever you choose. This is known as a two-step login process.

1. Go to homeloanserv.com.
2. Enter your username and password and click "Log In".

If You Forget Your Password

1. Click the "Forgot your password?" link.
2. Enter your username then click "Submit".
3. You will be emailed a link to click to reset your password.
4. Click the link, enter your password and then verify your password and click "Reset".
5. You will then be able to log into HomeLoanServ's Borrower Connection.

If You Forget Your Username

1. Click the "Forgot your username?" link.
2. At the prompt, enter your email then click "Submit".
3. You will receive an email from notify@homeloanserv.com with your username.

If You Have Been Locked Out

If you try to log in more than five times with incorrect information, you will be locked out of your account. If this happens, **wait 10 minutes and your username and password will automatically be reset.** Return to homeloanserv.com and login.

Please follow the directions above to reset your username and/or password so you will not be locked out again.

Annual Statements

You will receive two statements from us each year. One is a year-end statement that lists the amounts applied as interest, taxes, insurance, and principal paid on your mortgage balance during the prior year. This statement will be mailed in January and should be used by you for tax purposes.

The second statement is an escrow account disclosure statement that details monthly payments into and out of your escrow account. All borrowers pay principal and interest on their mortgage loan plus an escrow* amount

that we use on your behalf to pay property taxes and insurance on your home.

Although we pay these items from your escrow account, you will still receive information from your taxing authority and insurance company. This information is for your records, HomeLoanServ® will also receive the bills. If you receive a notice that says an amount is past due, please contact our office. We recommend checking with your taxing authority and applying for any tax reductions that you may qualify to receive.

Annual Escrow Account Disclosure Statement

To the left is a sample escrow disclosure statement like the one you will receive each year. Page one of the escrow account disclosure statement shows the current and projected monthly payment information in the upper right hand corner (A). This provides the breakdown of the monthly payment, including principal, interest, and escrow, as well as any additional amounts included in the monthly payment. The monthly escrow payment is 1/12th of the total amount necessary to fund your escrow account for the upcoming year.

The next section on page one of the escrow account disclosure statement (B) provides a projection of payments to and disbursements from your escrow account for the next twelve months. We typically plan on disbursing amounts due for taxes and insurance in the same month that they were due the previous year. If too much or too little is being collected, the amount collected for escrow in each of your payments will be adjusted. This will cause your overall payment to increase or decrease based on that change. The total anticipated tax and insurance disbursements are divided by twelve since the analysis covers a one-year period, and the result represents the base escrow amount. This section (C) also includes the projected escrow balance summary, the required balance, and whether or not the account is expected to have a shortage or a surplus. If the calculation indicates the account balance is insufficient the statement will display the shortage amount. We will divide the shortage by 12 and add this amount to the escrow payment as shown in (B). If this amount causes a financial hardship, please contact HomeLoanServ®. The last part of this section provides an explanation regarding how we determined the amount of the new escrow payment.

HomeLoanServ.
P.O. Box 7899 Boise, ID 83707

0-000-00000-0000001-000-000-000-000-000

HOMEOWNER FIRST, LAST NAME
STREET ADDRESS
CITY, STATE ZIP

ANNUAL ESCROW ACCOUNT DISCLOSURE STATEMENT

CONTACT US

For Information Call: 1-800-526-7145
Customer Service Hours
Monday - Friday, 8:00 a.m. - 5:00 p.m. MT

Correspondence Address: P.O. Box 7899
Boise, ID 83707

PAYMENT INFORMATION

ACCOUNT NUMBER: 0000123456
ANALYSIS DATE: 01/24/19

| | PAYMENT | REQUIREMENT |
|-----------------|---------------|----------------|
| PRIN. AND INT. | 157.19 | 157.19 |
| ESCROW | 148.81 | 120.09 |
| DISCRETIONARY | 0.00 | 0.00 |
| SHORTAGE SPREAD | 0.00 | 3.52 |
| ROUNDING | 0.00 | 0.80 |
| Total | 306.00 | 280.00* |

Coming Year Escrow Projections

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

| ANTICIPATED ANNUAL DISBURSEMENTS | ANTICIPATED AMOUNT | | ACCOUNT PROJECTIONS | | PROJECTED ESCROW ACCOUNT BALANCE | REQUIRED ESCROW ACCOUNT BALANCE |
|---|--------------------|-----------|---------------------|-------------|----------------------------------|---------------------------------|
| | MONTH | TO ESCROW | FROM ESCROW | DESCRIPTION | | |
| PROPERTY TAX | 1,200.32 | | | | | |
| HAZARD INS | 410.81 | | | | | |
| 1/12 th Total Annual Disbursements | | | | | 280.29 | 325.52 |
| Per Payment Deposit | 120.09 | 3/7/19 | 120.09 | 0.00 | 403.38 | 445.61 |
| | | 4/1/19 | 120.09 | 0.00 | 523.47 | 565.70 |
| | | 5/1/19 | 120.09 | 0.00 | 643.56 | 685.79 |
| | | 6/1/19 | 120.09 | -115.10 | 758.66 | 805.88 |
| | | 7/1/19 | 120.09 | 0.00 | 878.75 | 925.97 |
| | | 8/1/19 | 120.09 | 0.00 | 998.84 | 1046.06 |
| | | 9/1/19 | 120.09 | 0.00 | 1118.93 | 1166.15 |
| | | 10/1/19 | 120.09 | 0.00 | 1239.02 | 1286.24 |
| | | 11/1/19 | 120.09 | 0.00 | 1359.11 | 1406.33 |
| | | 12/1/19 | 120.09 | 0.00 | 1479.20 | 1526.42 |
| | | 1/1/20 | 120.09 | 0.00 | 1599.29 | 1646.51 |
| | | 2/1/20 | 120.09 | 0.00 | 1719.38 | 1766.60 |
| | | 3/1/20 | 120.09 | 0.00 | 1839.47 | 1886.69 |
| | | 4/1/20 | 120.09 | 0.00 | 1959.56 | 2006.78 |
| | | 5/1/20 | 120.09 | 0.00 | 2079.65 | 2126.87 |
| | | 6/1/20 | 120.09 | 0.00 | 2199.74 | 2246.96 |
| | | 7/1/20 | 120.09 | 0.00 | 2319.83 | 2367.05 |
| | | 8/1/20 | 120.09 | 0.00 | 2439.92 | 2487.14 |
| | | 9/1/20 | 120.09 | 0.00 | 2559.01 | 2607.23 |
| | | 10/1/20 | 120.09 | 0.00 | 2679.10 | 2727.32 |
| | | 11/1/20 | 120.09 | 0.00 | 2799.19 | 2847.41 |
| | | 12/1/20 | 120.09 | 0.00 | 2919.28 | 2967.50 |
| | | 1/1/21 | 120.09 | 0.00 | 3039.37 | 3087.59 |
| | | 2/1/21 | 120.09 | 0.00 | 3159.46 | 3207.68 |
| | | 3/1/21 | 120.09 | 0.00 | 3279.55 | 3327.77 |
| | | 4/1/21 | 120.09 | 0.00 | 3399.64 | 3447.86 |
| | | 5/1/21 | 120.09 | 0.00 | 3519.73 | 3567.95 |
| | | 6/1/21 | 120.09 | 0.00 | 3639.82 | 3688.04 |
| | | 7/1/21 | 120.09 | 0.00 | 3759.91 | 3808.13 |
| | | 8/1/21 | 120.09 | 0.00 | 3879.00 | 3928.22 |
| | | 9/1/21 | 120.09 | 0.00 | 3999.09 | 4048.31 |
| | | 10/1/21 | 120.09 | 0.00 | 4119.18 | 4168.40 |
| | | 11/1/21 | 120.09 | 0.00 | 4239.27 | 4288.49 |
| | | 12/1/21 | 120.09 | 0.00 | 4359.36 | 4408.58 |
| | | 1/1/22 | 120.09 | 0.00 | 4479.45 | 4528.67 |
| | | 2/1/22 | 120.09 | 0.00 | 4599.54 | 4648.76 |
| | | 3/1/22 | 120.09 | 0.00 | 4719.63 | 4768.85 |
| | | 4/1/22 | 120.09 | 0.00 | 4839.72 | 4888.94 |
| | | 5/1/22 | 120.09 | 0.00 | 4959.81 | 5009.03 |
| | | 6/1/22 | 120.09 | 0.00 | 5079.90 | 5129.12 |
| | | 7/1/22 | 120.09 | 0.00 | 5199.99 | 5249.21 |
| | | 8/1/22 | 120.09 | 0.00 | 5319.08 | 5369.30 |
| | | 9/1/22 | 120.09 | 0.00 | 5439.17 | 5489.39 |
| | | 10/1/22 | 120.09 | 0.00 | 5559.26 | 5609.48 |
| | | 11/1/22 | 120.09 | 0.00 | 5679.35 | 5729.57 |
| | | 12/1/22 | 120.09 | 0.00 | 5799.44 | 5849.66 |
| | | 1/1/23 | 120.09 | 0.00 | 5919.53 | 5969.75 |
| | | 2/1/23 | 120.09 | 0.00 | 6039.62 | 6089.84 |
| | | 3/1/23 | 120.09 | 0.00 | 6159.71 | 6209.93 |
| | | 4/1/23 | 120.09 | 0.00 | 6279.80 | 6330.02 |
| | | 5/1/23 | 120.09 | 0.00 | 6399.89 | 6450.11 |
| | | 6/1/23 | 120.09 | 0.00 | 6519.98 | 6570.20 |
| | | 7/1/23 | 120.09 | 0.00 | 6639.07 | 6690.29 |
| | | 8/1/23 | 120.09 | 0.00 | 6759.16 | 6810.38 |
| | | 9/1/23 | 120.09 | 0.00 | 6879.25 | 6930.47 |
| | | 10/1/23 | 120.09 | 0.00 | 6999.34 | 7050.56 |
| | | 11/1/23 | 120.09 | 0.00 | 7119.43 | 7170.65 |
| | | 12/1/23 | 120.09 | 0.00 | 7239.52 | 7290.74 |
| | | 1/1/24 | 120.09 | 0.00 | 7359.61 | 7410.83 |
| | | 2/1/24 | 120.09 | 0.00 | 7479.70 | 7530.92 |
| | | 3/1/24 | 120.09 | 0.00 | 7599.79 | 7651.01 |
| | | 4/1/24 | 120.09 | 0.00 | 7719.88 | 7771.10 |
| | | 5/1/24 | 120.09 | 0.00 | 7839.97 | 7891.19 |
| | | 6/1/24 | 120.09 | 0.00 | 7959.06 | 8011.28 |
| | | 7/1/24 | 120.09 | 0.00 | 8079.15 | 8131.37 |
| | | 8/1/24 | 120.09 | 0.00 | 8199.24 | 8251.46 |
| | | 9/1/24 | 120.09 | 0.00 | 8319.33 | 8371.55 |
| | | 10/1/24 | 120.09 | 0.00 | 8439.42 | 8491.64 |
| | | 11/1/24 | 120.09 | 0.00 | 8559.51 | 8611.73 |
| | | 12/1/24 | 120.09 | 0.00 | 8679.60 | 8731.82 |
| | | 1/1/25 | 120.09 | 0.00 | 8799.69 | 8851.91 |
| | | 2/1/25 | 120.09 | 0.00 | 8919.78 | 8972.00 |
| | | 3/1/25 | 120.09 | 0.00 | 9039.87 | 9092.09 |
| | | 4/1/25 | 120.09 | 0.00 | 9159.96 | 9212.18 |
| | | 5/1/25 | 120.09 | 0.00 | 9279.05 | 9332.27 |
| | | 6/1/25 | 120.09 | 0.00 | 9399.14 | 9452.36 |
| | | 7/1/25 | 120.09 | 0.00 | 9519.23 | 9572.45 |
| | | 8/1/25 | 120.09 | 0.00 | 9639.32 | 9692.54 |
| | | 9/1/25 | 120.09 | 0.00 | 9759.41 | 9812.63 |
| | | 10/1/25 | 120.09 | 0.00 | 9879.50 | 9932.72 |
| | | 11/1/25 | 120.09 | 0.00 | 9999.59 | 10052.81 |
| | | 12/1/25 | 120.09 | 0.00 | 10119.68 | 10172.90 |
| | | 1/1/26 | 120.09 | 0.00 | 10239.77 | 10292.99 |
| | | 2/1/26 | 120.09 | 0.00 | 10359.86 | 10413.08 |
| | | 3/1/26 | 120.09 | 0.00 | 10479.95 | 10533.17 |
| | | 4/1/26 | 120.09 | 0.00 | 10599.04 | 10653.26 |
| | | 5/1/26 | 120.09 | 0.00 | 10719.13 | 10773.35 |
| | | 6/1/26 | 120.09 | 0.00 | 10839.22 | 10893.44 |
| | | 7/1/26 | 120.09 | 0.00 | 10959.31 | 11013.53 |
| | | 8/1/26 | 120.09 | 0.00 | 11079.40 | 11133.62 |
| | | 9/1/26 | 120.09 | 0.00 | 11199.49 | 11253.71 |
| | | 10/1/26 | 120.09 | 0.00 | 11319.58 | 11373.80 |
| | | 11/1/26 | 120.09 | 0.00 | 11439.67 | 11493.89 |
| | | 12/1/26 | 120.09 | 0.00 | 11559.76 | 11613.98 |
| | | 1/1/27 | 120.09 | 0.00 | 11679.85 | 11734.07 |
| | | 2/1/27 | 120.09 | 0.00 | 11799.94 | 11854.16 |
| | | 3/1/27 | 120.09 | 0.00 | 11919.03 | 11974.25 |
| | | 4/1/27 | 120.09 | 0.00 | 12039.12 | 12094.34 |
| | | 5/1/27 | 120.09 | 0.00 | 12159.21 | 12214.43 |
| | | 6/1/27 | 120.09 | 0.00 | 12279.30 | 12334.52 |
| | | 7/1/27 | 120.09 | 0.00 | 12399.39 | 12454.61 |
| | | 8/1/27 | 120.09 | 0.00 | 12519.48 | 12574.70 |
| | | 9/1/27 | 120.09 | 0.00 | 12639.57 | 12694.79 |
| | | 10/1/27 | 120.09 | 0.00 | 12759.66 | 12814.88 |
| | | 11/1/27 | 120.09 | 0.00 | 12879.75 | 12934.97 |
| | | 12/1/27 | 120.09 | 0.00 | 12999.84 | 13055.06 |
| | | 1/1/28 | 120.09 | 0.00 | 13119.93 | 13175.15 |
| | | 2/1/28 | 120.09 | 0.00 | 13239.02 | 13295.24 |
| | | 3/1/28 | 120.09 | 0.00 | 13359.11 | 13415.33 |
| | | 4/1/28 | 120.09 | 0.00 | 13479.20 | 13535.42 |
| | | 5/1/28 | 120.09 | 0.00 | 13599.29 | 13655.51 |
| | | 6/1/28 | 120.09 | 0.00 | 13719.38 | 13775.60 |
| | | 7/1/28 | 120.09 | 0.00 | 13839.47 | 13895.69 |
| | | 8/1/28 | 120.09 | 0.00 | 13959.56 | 14015.78 |
| | | 9/1/28 | 120.09 | 0.00 | 14079.65 | 14135.87 |
| | | 10/1/28 | 120.09 | 0.00 | 14199.74 | 14255.96 |
| | | 11/1/28 | 120.09 | 0.00 | 14319.83 | 14376.05 |
| | | 12/1/28 | 120.09 | 0.00 | 14439.92 | 14496.14 |
| | | 1/1/29 | 120.09 | 0.00 | 14559.01 | 14616.23 |
| | | 2/1/29 | 120.09 | 0.00 | 14679.10 | 14736.32 |
| | | 3/1/29 | 120.09 | 0.00 | 14799.19 | 14856.41 |
| | | 4/1/29 | 120.09 | 0.00 | 14919.28 | 14976.50 |
| | | 5/1/29 | 120.09 | 0.00 | 15039.37 | 15096.59 |
| | | 6/1/29 | 120.09 | 0.00 | 15159.46 | 15216.68 |
| | | 7/1/29 | 120.09 | 0.00 | 15279.55 | 15336.77 |
| | | 8/1/29 | 120.09 | 0.00 | 15399.64 | 15456.86 |
| | | 9/1/29 | 120.09 | 0.00 | 15519.73 | 15576.95 |
| | | 10/1/29 | 120.09 | 0.00 | 15639.82 | 15697.04 |
| | | 11/1/29 | 120.09 | 0.00 | 15759.91 | 15817.13 |
| | | 12/1/29 | 120.09 | 0.00 | 15879.00 | 15937.22 |
| | | 1/1/30 | 120.09 | 0.00 | 15999.09 | 16057.31 |
| | | 2/1/30 | 120.09 | 0.00 | 16119.18 | 16177.40 |
| | | 3/1/30 | 120.09 | 0.00 | 16239.27 | 16297.49 |
| | | 4/1/30 | 120.09 | 0.00 | 16359.36 | 16417.58 |
| | | | | | | |

If you have a shortage and would like to pay the shortage in full instead of having the shortage payment added to your monthly amount, you can pay using the coupon attached at the bottom of page one of the escrow account disclosure statement **(D)**. If the analysis instead indicates that you have more money than is required, the statement will notify you that there is a surplus. As long as your loan is current, any surplus of more than \$50 will be refunded to you.

Page two of the escrow account disclosure statement shows your escrow account history **(E)**. This section displays what payments and disbursements have occurred **(F & G)** since your last escrow analysis and from this, you can compare the estimate to what actually happened. The estimated numbers and the actual numbers may not match. This is not uncommon, as taxes and insurance can change within the year. A summary will appear below the account history. For most accounts, the lowest an account should go during the year is 1/6th of the total escrow amount being paid over the course of the year. This is to ensure there is a cushion in case taxes or insurance turn out to be higher than anticipated.

If you have questions about your escrow account disclosure statement, please contact us at 800-526-7145.

Real Estate Settlement Procedures Act (RESPA)

RESPA* is a federal guideline to assist mortgage servicing organizations in the collection and distribution of escrow funds. RESPA regulates the maximum amount of escrow money that mortgage servicers may collect and hold in an escrow account. Mortgage servicers may collect additional escrow payments (up to two months worth) from borrowers to prevent escrow balances from dropping below a certain amount.

We have included a section about RESPA regulations (as required by law) on each statement.

Please review your statements closely because your mortgage payment may be affected. The statement reflects any changes in your monthly mortgage payment, including any surplus, refund, or shortage.

*See definition of terms on page 8.

| ESCROW ACCOUNT HISTORY | | | | | | | |
|------------------------|-------------------|----------|---------------------------|-----------|------------------|----------------|---------|
| MONTH | PAYMENT TO ESCROW | | DISBURSEMENTS FROM ESCROW | | DESCRIPTION | ESCROW BALANCE | |
| | PROJECTED | ACTUAL | PROJECTED | ACTUAL | | PROJECTED | ACTUAL |
| | | | | | STARTING BALANCE | 465.77 | 306.02 |
| 2/18 | 0.00 | 125.81 | 0.00 | 0.00 | | 465.77 | 431.83 |
| 3/18 | 0.00 | 124.81 | 443.00- | 0.00 | HAZARD INS | 22.77 | 556.64 |
| 4/18 | 122.13 | 124.81 | 0.00 | 0.00 | | 144.90 | 681.45 |
| 5/18 | 122.13 | 124.81 | 0.00 | 0.00 | | 267.03 | 806.26 |
| 6/18 | 122.13 | 124.81 | 511.29- | 0.00 | PROPERTY TAX | 122.13- | 931.07 |
| 6/18 | 0.00 | 0.00 | 0.00 | 511.29- | PROPERTY TAX | 122.13- | 419.78 |
| 7/18 | 122.13 | 124.81 | 0.00 | 788.00- | HAZARD INS | | 243.41- |
| 7/18 | 0.00 | 0.00 | 0.00 | 410.81- | HAZARD INS | | 654.22- |
| 8/18 | 122.13 | 703.81 | 0.00 | 0.00 | | 122.13 | 49.59 |
| 9/18 | 122.13 | 124.81 | 0.00 | 0.00 | | 244.26 | 174.40 |
| 10/18 | 122.13 | 124.81 | 0.00 | 0.00 | | 366.39 | 299.21 |
| 11/18 | 122.13 | 124.81 | 0.00 | 0.00 | | 488.52 | 424.02 |
| 12/18 | 122.13 | 124.81 | 511.29- | 0.00 | PROPERTY TAX | 99.36 | 548.83 |
| 12/18 | 0.00 | 0.00 | 0.00 | 515.16- | PROPERTY TAX | 99.36 | 33.67 |
| 1/19 | 122.13 | 608.81 | 0.00 | 484.00- | HAZARD INS | 221.49 | 158.48 |
| 2/19 | 122.13 | 124.81 | 0.00 | 0.00 | | 343.62 | 283.29 |
| TOTALS | 1,343.43 | 2,686.53 | 1,465.58- | 2,709.26- | | | |

EXAMPLE OF ESCROW ACCOUNT DISCLOSURE STATEMENT - PAGE 2

Terms And Policies

TERMS

Deficiency - negative escrow balance.

Discretionary Items - additional items may be available to you such as accidental death insurance. You can choose to have these items paid through your escrow account.

Escrow Account - this account is set up on your behalf to pay property taxes, FHA or private mortgage insurance, and hazard/flood insurance throughout the year (flood insurance is not required on all homes). The money used to pay taxes and insurance comes from a portion of your monthly mortgage payment.

FHA Insurance - insurance paid to the Federal Housing Administration (FHA) to secure mortgage loans.

Hazard Insurance - homeowners insurance necessary to cover fire or other damages to a borrower's property as described in the insurance policy.

Occupancy Tax Assessment - a county tax on some newly constructed homes in addition to property taxes.

P & I (Principal and Interest) - your monthly principal amount plus interest payment.

Payment Rnd Adj (Payment Rounding Adjustment) - all payments are rounded to the next dollar to make accounting easier.

Private Mortgage Insurance - insurance paid to a private mortgage insurance company insuring mortgage loans in case of default.

RESPA (Real Estate Settlement Procedures Act) - a federal guideline to assist mortgage lending and servicing organizations in the collection and distribution of escrow funds. RESPA regulates the maximum amount of escrow money that mortgage servicers may collect and hold in an escrow account.

Shortage - an escrow account shortage occurs when an insufficient amount is collected to pay taxes and insurance on a borrower's home. We collect shortages over a minimum 12 month period.

Surplus - an escrow account surplus occurs when more funds are collected for taxes and insurance than are needed to pay on your behalf. We refund any surplus amounts in excess of \$50 to you within two weeks of the completed Annual Escrow Disclosure Statement, if your account is not delinquent. Surpluses less than \$50 are used to reduce the next 12 months payments.

RESPA POLICY

The following is set forth in the Real Estate Settlement Procedures Act (RESPA) (12 USC 2605) Section 6. For more information, please refer to this act. During the 60-day period following the effective date of the transfer of the loan servicing, a loan payment received by your older servicer before its due date may not be treated by the new servicer as late, and a late fee may not be imposed on you. Section 6 of RESPA (12 USC 2605) gives you certain consumer rights. If you send a "qualified written request" to your loan servicer concerning the servicing of your loan, your servicer must provide you with a written acknowledgement within 20 business days of receipt of your request.

A "qualified written request" is a written correspondence, other than notice on a payment coupon or other payment medium supplied by the servicer, that includes your name and account number and your reasons for the request. No later than 60 business days after receiving your request, your servicer must make any appropriate corrections to your account and must provide you with written clarification regarding any dispute. During the 60-day period, your servicer may not provide information to a consumer reporting agency concerning any overdue payment related to such a period or qualified written request.

A business day is any day, excluding legal public holidays (state or federal), Saturday and Sunday. Section 6 of RESPA also provides for damages and costs for individuals in circumstances in which servicers are shown to have violated the requirements of that section. You should seek legal advice if you believe your rights have been violated.

PRIVACY POLICY

This notice is in accordance with federal law enacted in June 2000. There is no action required on your part. The notice is for informational purposes only.

Your Privacy

We respect the privacy and security of your personal information. Just like you, we want all of your personal information kept that way — personal and private. This notice describes the privacy policy and practices we follow.

Safeguarding Customer Information

We will only grant access to nonpublic personal information, as defined by federal law, about you to employees who need it to perform their job responsibilities or as otherwise required by law or legal process. Furthermore, nonpublic personal information is provided only to our contracted service providers as necessary to administer or enforce your transaction. Even if you are no longer our customer we will continue to treat your nonpublic personal information in the same way we would if you were still a customer. In addition, we maintain physical, electronic, and procedural safeguards to store and secure information about you from unauthorized access, alteration, and destruction.

Any agreements entered into by our company with nonaffiliated third parties to provide services for us, or to make products or services available to you, contain specific conditions requiring those companies to safeguard the confidentiality of this information and to not use it for any other purpose.

Collection of Information

We obtain only the information needed to process your loan application and service your home loan.

The following lists the usual kinds of nonpublic financial information we obtain and from what sources that information is obtained:

- From forms you fill out (such as a loan application), via the Internet, by telephone or otherwise. Examples of this type of information include your name, address, Social Security number, credit history, and other financial information.
- From transactions with us. For example, payment history, account balance, and other transaction records.
- From credit reporting agencies, such as information relating to your credit worthiness and credit history.
- From third parties to verify information you have provided to us.

Sharing of Information

We do not disclose, or reserve the right to disclose, nonpublic financial information about its current or previous customers except as permitted by law or with customer permission.

We do not disclose any nonpublic personal information for our current or previous customers with nonaffiliated third-party marketers offering their products and services. While we may offer financial products and services of our third-party providers, we control all information used to make such offers.

Thank you for allowing us to service your home loan. We value your business and are committed to protecting your privacy.



Automatic Bank Draft



HomeLoanServ®

Automatic Bank Draft Authorization

Make your home loan payments automatically each month to save both time and money while you enjoy convenience, safety, and reliability.

Take a moment to authorize HomeLoanServ® to automatically draft your payment for you each month. Mail the completed and signed agreement (along with a voided check, not a deposit slip) to the following address:

**HomeLoanServ®
P.O. Box 7899
Boise, ID 83707-1899**

Loan number: _____

Borrower's name: _____

Mailing address: _____

Home phone: _____ Work phone: _____

Please draft my payment of \$ _____ on the 7th **OR** 16th of each month.

*HomeLoanServ® will draft the full payment listed on only one date. Payments cannot be split.

Name of financial institution: _____

Routing number: _____

Check one: Checking Savings Account Number: _____

If you are authorizing HomeLoanServ® to draft your monthly payment from your checking or savings account, please keep the following in mind:

1. Processing the completed drafting authorization may take up to 60 days. We will notify you when the drafting will begin. **Until such notice, you are responsible to remit any payments that come due.**
2. If we receive the completed form and voided check by the 10th of the month, we can usually begin the automatic withdrawal the following month.
3. If you are requesting a draft from your savings account, please obtain the correct routing and account numbers from your financial institution.

I authorize HomeLoanServ® to charge the account indicated for the amount of my mortgage loan payment. The authority is in effect until I notify HomeLoanServ® in writing otherwise, at least 15 days prior to loan payoff. Any changes in account information or cancellation of the plan also requires written authorization from the account holder.

Signature: _____ Date: _____

Signature: _____ Date: _____



Idaho Housing and Finance Association is self-supporting and generates its revenue through fees for work performed. Idaho Housing is not a state agency under Idaho law and doesn't use state funds or state employees to support its operations. Idaho Housing began servicing its own low-interest mortgage loans in 1990.

Customer Service

HomeLoanServ.

P.O. Box 7899 • (565 W. Myrtle)
Boise, ID 83707-1899

Account Access: homeloanserv.com
Email: support@homeloanserv.com
Phone: 800.526.7145

* Programs are subject to change at any time. Funds are limited, and certain restrictions apply.



EQUAL HOUSING OPPORTUNITY



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