

How to Contact Us

Making a Mortgage Payment

Regular Mail

Seterus, Inc.
PO Box 54420
Los Angeles, CA 90054-0420

Overnight Mail

Seterus, Inc. (Box 54420)
1200 West 7th Street, Suite L2-200
Los Angeles, CA 90017

Communicating With Us

Do not send mortgage payments to these correspondence addresses.

Regular Mail

Seterus, Inc.
PO Box 2008
Grand Rapids, MI 49501-2008

Overnight Mail

Seterus, Inc.
4460 44th Street SE, Suite D
Grand Rapids, MI 49512

THIS COMMUNICATION IS FROM A DEBT COLLECTOR AS WE SOMETIMES ACT AS A DEBT COLLECTOR. WE ARE ATTEMPTING TO COLLECT A DEBT AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE. HOWEVER, IF YOU ARE IN BANKRUPTCY OR RECEIVED A BANKRUPTCY DISCHARGE OF THIS DEBT, THIS LETTER IS NOT AN ATTEMPT TO COLLECT THE DEBT, BUT NOTICE OF POSSIBLE ENFORCEMENT OF OUR LIEN AGAINST THE COLLATERAL OR FOR INFORMATIONAL PURPOSES ONLY. IF YOU RECEIVE OR HAVE RECEIVED A DISCHARGE OF THIS DEBT THAT IS NOT REAFFIRMED IN A BANKRUPTCY PROCEEDING, YOU WILL NOT BE PERSONALLY RESPONSIBLE FOR THE DEBT. HOWEVER, THE LIEN AGAINST THE PROPERTY SECURING THIS DEBT MAY REMAIN ON THE PROPERTY UNTIL THE AMOUNT OWING ON THE LOAN IS PAID. COLORADO: SEE WWW.COLORADOATTORNEYGENERAL.GOV/CA FOR INFORMATION ABOUT THE COLORADO FAIR DEBT COLLECTION PRACTICES ACT. Seterus, Inc. maintains a local office at 355 Union Boulevard, Suite 250, Lakewood, CO 80228. The office's phone number is 888.738.5576. NEW YORK CITY: 1411669, 1411665, 1411662. TENNESSEE: This collection agency is licensed by the Collection Service Board of the Department of Commerce and Insurance. Seterus, Inc. is licensed to do business at 14523 SW Millikan Way, Beaverton, OR.

Frequently Asked Questions

How is my escrow payment calculated?

Your escrow payment is equal to one-twelfth of the total disbursements we anticipate paying on your behalf from your escrow account during the next 12 months, including any applicable cushion, plus any adjustments for a shortage or deficiency.

Why does my escrow account have a cushion?

The cushion helps to cover any potential increases in your tax and/or insurance disbursements. The Real Estate Settlement Procedures Act (RESPA) allows mortgage servicers to collect up to two months (or one-sixth) of the projected disbursements unless prohibited by state law.

What can cause a shortage or deficiency in my escrow account?

- The amount paid for tax and/or insurance is greater than projected escrow payments
- An additional escrow item was added or advanced since the last analysis
- The allowable cushion has increased
- The full escrow payment has not been received each month since the last analysis

Why does my account have a surplus?

- Applicable tax and insurance paid during the past year were lower than projected
- A refund was received from the tax authority or insurance carrier
- Escrow items that were previously required have been removed (e.g., property is no longer in a flood zone)
- Additional funds were applied to your escrow account

What happens to the surplus in my account?

Surplus of \$50 or greater: If your loan was current when the analysis was performed, you will receive a refund check within 30 days.
Surplus less than \$50: The funds will remain in your escrow account for future payments, per RESPA guidelines.

What do I need to do if I change insurance companies?

If you change companies at the time of renewal, we require at least 30 days notice. If you change companies midterm, you are required to pay the premium and forward evidence of new coverage with your receipt to our insurance vendor at

QBE FIRST
PO Box 57048
Irvine, CA 92619-7048

Do I need to send my new tax reassessment to you?

No. When your local tax authority bills us for the adjusted tax amount, we will adjust your escrow account accordingly at that time.

Why does my escrow include flood insurance?

Because there is a flood certification indicating that your house is located in a special flood hazard area, we are required to collect funds to pay for your flood insurance.

Do I have to carry an escrow account on my mortgage loan?

Please review your loan documents to determine whether you qualify for an escrow account closure. If you feel you qualify and want to request an account closure, please send a written request to us at

Seterus, Inc.
PO Box 2008
Grand Rapids, MI 49501-2008

For more detailed information about your escrow statement, visit www.seterus.com/Borrowers/FAQ

Business Hours

Monday-Thursday: 5 a.m. to 8 p.m.

Friday: 5 a.m. to 6 p.m.

(Pacific time)

866.570.5277

seterus™

How to Read Your

ESCROW STATEMENT

www.seterus.com



Seterus, Inc.

14523 SW Millikan Way, Suite 200
Beaverton, OR 97005

Customer Name 1
Customer Name 2
Mailing Address Mailing Address 2
Mailing City, Mailing State Zip

ESCROW ACCOUNT STATEMENT			
Analysis Date: 09/15/12			
Loan Number: 123456			
Escrow Account Number: 987654			
Current Payment		New Payment Effective 11/01/12	
Principal & Interest	\$1,852	Principal & Interest*	\$1,852
Escrow	\$389	Escrow	\$841
Total Current Payment	\$2,242	Total NEW Payment*	\$2,694

* The new principal and interest payment and the total new payment may not reflect any changes due to interest rate adjustments. You will receive a separate notice for interest rate adjustments.

Note - If you schedule payments through your online bill pay or a bill payment service, please advise them of your new total payment and effective date. Funds that are insufficient to cover your new payment will be held in suspense until the full payment has been received.

NEW MORTGAGE PAYMENT NOTICE AND ESCROW ACCOUNT DISCLOSURE STATEMENT

Seterus, Inc. is the servicer of the above referenced loan. In accordance with federal guidelines, your escrow account is reviewed at least once a year to determine sufficient funds are available to pay your taxes and/or insurance. Your escrow payment will be a minimum of the total anticipated disbursements divided by the number of scheduled installments due in the next 12 months. This payment will increase if you have a shortage or deficiency. This statement provides a history of actual escrow account activity and a projection of the escrow account activity for the next 12 months.

2 ANTICIPATED DISBURSEMENTS
December 2012 to November 2013

Taxes	\$5,580
Insurance	\$1,539
PMI	\$0
Total Disbursement	\$7,119

ESCROW ACCOUNT PROJECTIONS FOR THE NEXT 12 MONTH ESCROW CYCLE
Anticipated Activity

Date	Payments to Escrow	Payments from Escrow	Description	Projected Balance
Starting Balance				-\$258.89
Beginning Balance*				-\$258.89
11/01/2012	841.00	0.00		\$582.11
12/01/2012	841.00	0.00		\$1,423.11
12/31/2012	0.00	2,713.54	Property Tax	-\$1,290.43
01/01/2013	841.00	0.00		-\$449.43
02/01/2013	841.00	0.00		\$391.57
03/01/2013	841.00	0.00		\$1,232.57
04/01/2013	841.00	0.00		\$2,073.57
05/01/2013	841.00	0.00		\$2,914.57
05/07/2013	0.00	1,539.46	Hazard Insurance	\$1,375.11
06/01/2013	841.00	0.00		\$2,216.11
07/01/2013	841.00	0.00		\$3,057.11
08/01/2013	841.00	0.00		\$3,898.11
09/01/2013	841.00	0.00		\$4,739.11
09/30/2013	0.00	2,866.55	Property Tax	\$1,872.56
10/01/2013	841.00	0.00		\$2,713.56
Total	\$10,092.00	\$7,119.55		

*Beginning balance = Starting balance less any unpaid escrow disbursements due in the prepaid period

6 The Real Estate Settlement Procedures Act (RESPA) allows us to collect and maintain up to 1/6 of your total disbursements in your escrow account at all times, unless prohibited by state law. This cushion covers any potential increases in your tax and/or insurance disbursements. Cushion selected by servicer: \$1,187.

5 The projected beginning balance of your escrow account is -\$258.89. Your required beginning balance according to this analysis should be \$2,216.13. This means you have a shortage of \$2,216.13. An escrow shortage occurs when there is a zero or positive balance in the escrow account but not enough to pay the estimated items and any additional reserve deposits that need to be paid during the next 12 months. For your convenience, we have spread the shortage over the next 12 installments and included this amount in your escrow payment.

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Continued on Reverse

ESCROW ACCOUNT HISTORY

This is a statement of actual activity in your escrow account from July 2012 to October 2012. This history compares the projections from your last escrow analysis or initial disclosure and the actual activity in your account. If a prior escrow analysis was not conducted during this historical period, the projected escrow balance will be zero.

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ACTUAL ESCROW ACCOUNT HISTORY

Date	Payments to Escrow		Payments from Escrow		Description	Escrow Balance	
	Projected	Actual	Projected	Actual		Projected	Actual
Beginning Balance							\$659.26
07/01/2012	389.68	0.00 *	0.00	0.00		1,330.86	659.26
07/05/2012	0.00	389.68 *	0.00	0.00		1,330.86	1,048.94
07/16/2012	0.00	389.68 *	0.00	0.00		1,720.54	1,438.62
08/01/2012	389.68	0.00 *	0.00	0.00		2,110.22	1,828.30
09/01/2012	389.68	389.68	0.00	0.00	Est:	2,110.22	2,217.98
09/17/2012	0.00	389.68 *	0.00	0.00		2,110.22	-648.57
09/18/2012	0.00	0.00	0.00	2,866.55*	Property Tax	323.85	-648.57
09/30/2012	0.00	0.00	1,786.37	0.00*	Property Tax	713.53	-258.89
10/01/2012	389.68	389.68	0.00	0.00	Est:		\$659.26
Total	\$1,558.72	\$1,948.40	\$1,786.37				

An asterisk (*) indicates a difference in a previous estimate either in the date or the amount.

NOTE - This analysis was prepared in advance of the escrow payment change date. Therefore, the projected beginning balance for the next 12 months estimates that you have paid all the required scheduled installments as shown in your actual account history and that all scheduled disbursements have been made from your escrow account.

1

Mortgage Payment

Your new mortgage payment and the effective date of the change

2

Anticipated Disbursements

Total expected disbursements paid out of your escrow account during the projected period

3

Starting Balance

Projected balance as of the new payment effective date

4

Anticipated Activity

A schedule of payment and disbursement activity for your escrow account anticipated for the upcoming year

5

This section explains any surplus, shortage, or deficiency projected in your escrow account.

Surplus

When your projected balance is more than the amount necessary to make any anticipated tax and/or insurance payments over the projected period

Shortage

When your projected balance is less than the amount necessary to make any anticipated tax and/or insurance payments over the projected period

Deficiency

When your projected escrow beginning balance is negative

6

Cushion

Additional funds to help cover any potential increases in your tax and/or insurance disbursements

7

Escrow Account History

The projected and actual payments to and from your escrow account since your last escrow analysis