



Fall 2011

Vol. 1, Issue 1

Welcome to our first “Around the House” newsletter!

We know everyone is bombarded with information these days. But in this case, we think we have some information that should make your life easier.

This is the time of year when we mail out **escrow analysis statements** to our customers. Understandably, this results in lots of questions. We hope this brief newsletter will answer many of your escrow-related concerns. Plus, we’ve provided key contact information so you can more easily reach us at PHFA in case this newsletter doesn’t provide all the answers you need.

We’re always looking for ways to better serve you, and a brief newsletter sent out every so often seems a good way to let you know we care about your relationship with us, and we want you to have a great experience. E-mail us anytime at alsv@phfa.org with your questions and comments. We appreciate having you as a PHFA customer.



Brian

Brian A. Hudson Sr.
Executive Director & CEO



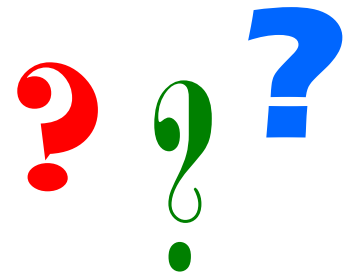
Tony

Tony Julian
Director of Accounting and Loan Servicing

SAVE THIS NEWSLETTER • USEFUL CONTACT INFORMATION

Help with your escrow-related questions

The escrow portion of your home mortgage account with PHFA is for those funds that are set aside for making payment on such things as your homeowner’s insurance, mortgage insurance, and real estate taxes. Your monthly mortgage payments include regular contributions to these homeownership expenses to build up your escrow amount. Then, at the appropriate time during the year, PHFA uses these accumulated funds to pay your escrow-related expenses.



Escrow can be confusing. So, starting on the next page, we’ll review some of the most common questions we hear about escrow, along with some easy-to-understand answers.

The 12 most common Escrow Questions and Answers

- 1. Why is my payment going up?** *Your mortgage requires PHFA to escrow money to pay your real estate taxes and homeowner's and flood insurance. From year-to-year as your taxes and insurance change, the escrow portion of your mortgage payment has to be adjusted to compensate for these changes.*
- 2. I paid a shortage in my mortgage account. Why won't my escrow payment stay the same?** *Your mortgage payment is broken down between the principal and interest, and escrow. PHFA must escrow sufficient money to meet your annual tax and insurance bills. If those bills increased (or decreased), the escrow portion of your mortgage payment must change to match. So even though you paid a shortage, the escrow portion of your PHFA bill must still change to reflect adjustments to your insurance or tax charges.*
- 3. I paid my shortage, but my statement shows the old payment amount. Why?** *More than likely the statement crossed in the mail with your shortage payment. You can check your account online at <https://borrowers.phfa.org> to make sure the escrow deposit was received and to verify your new payment amount. Or please call our Customer Service Department to verify the funds were received.*
- 4. Can I make my shortage payment online?** *Unfortunately, not at this time. Please mail a check using the envelope provided with your escrow analysis to our Harrisburg address. If you've misplaced the envelope, our mailing address is on the next page of this newsletter.*

Helpful contact information

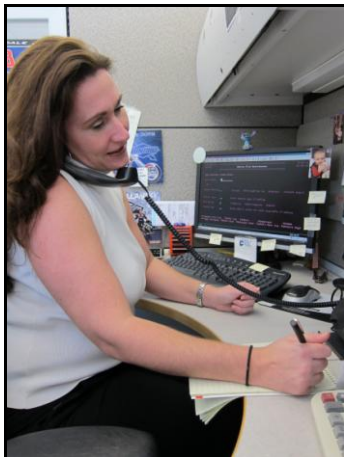
Phone numbers

Customer service 800.346.3597
Collections/Past-due accounts 800.822.7375

Fax numbers

Escrow-related issues 717.780.3853
Payoffs/Verification of mortgage 717.780.3899
Collections issues 717.780.3804

Online at www.phfa.org



PHFA employee Sonya Boyer helps a mortgage customer over the phone.

- 5. Why did my taxes increase or decrease?** *Your taxes are determined by your local government. You should contact your local taxing authority to find out when the millage rates were increased. If your taxes decreased, that may be due to the Homestead Credit.*
- 6. Why did my insurance go up?** *Your homeowner's or flood insurance charges are determined by your insurance carrier. If you contact them, they will be able to answer that question.*
- 7. May I keep my mortgage payment the same?** *We're sorry, but there's no way to keep your payment the same as it was in prior years if your taxes or insurance are increasing or decreasing.*
- 8. What if I can't afford my new payment?** *Please contact our Collections Department if you are having financial difficulties. It's better to contact us as soon as possible so that we can work out a solution. The phone number for our Collections Department is provided in the red box on this page.*

9. Why did I get money back last year but not this year? *You may have received a refund last year if you were a new PHFA loan customer or if your taxes or insurance decreased.*

10. Can I expect an escrow analysis every year? *Yes, your escrow account will be analyzed at the same time every year.*

11. I thought I had a fixed mortgage rate. Why is my payment changing? *The principal and interest portion of your mortgage payment is fixed. However, the escrow portion can change based on changes to your annual tax and insurance bills.*

12. My escrow analysis shows I have an overage, but no check was attached? *This could be due to either your account being delinquent, or there may be an insufficient balance in your escrow at this time. You can check your account anytime on the Internet at <https://borrowers.phfa.org> to confirm this. Or please call our Customer Service Department for assistance.*

Online payments

It's fast and easy to make your payments online and manage your account via the Web.

You can set up an online profile by going to this Web page on our site:

<https://borrowers.phfa.org>.

Be sure to save this Web page under your "Favorites" so you can easily find it later. Now click where it says "**Create an online Profile**," and follow the steps.

Once you finish, you can log-in anytime to access all of your account information, make individual payments, enroll in our automated monthly payment (ACH) program, obtain a pay-off statement, and reprint your billing and other statements.



To write us

Regular monthly payments:

Pennsylvania Housing Finance Agency
PO Box 642572
Pittsburgh, Pennsylvania 15264-2572

Delinquent payments, loan payoffs & overnight mail:

Pennsylvania Housing Finance Agency
ATTN: Accounting & Loan Servicing Division
211 N. Front St.
Harrisburg, Pennsylvania 17101-1406

Tax/Insurance bills & general correspondence:

Pennsylvania Housing Finance Agency
ATTN: Escrow Department
PO Box 15057
Harrisburg, Pennsylvania 17105-5057



Tom Corbett, Governor • Brian A. Hudson Sr., Executive Director & CEO

Around the House is provided as an information service to our PHFA customers.

E-mail your questions & comments to: alsv@phfa.org

To opt out of this service, please e-mail: selliott@phfa.org

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800.346.3597 • 717.780.1869 (TTY)

