

AROUND *the* HOUSE

A NEWSLETTER
FOR OUR CUSTOMERS

Fall 2019

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Every year at this time PHFA mails out escrow analysis statements to all PHFA customers. These statements often prompt questions and can sometimes cause some confusion. So we're going to answer some of the most commonly asked questions.

First of all, your PHFA mortgage payment is made up of three parts: principal, interest and escrow. Principal is the amount you borrowed and is reduced by each payment you make. Interest is the cost of borrowing money and the amount decreases for each payment as the principal is reduced. Escrow is a separate account used to collect money for annual property taxes and insurances. The escrow portion of the payment will change as those costs fluctuate.



- 1. Can I expect an escrow analysis every year?** Yes, your escrow account will be analyzed at the same time every year.
- 2. 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 real estate taxes and insurance premium changes.
- 3. Why is my payment going up/down?** 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.
- 4. 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.
- 5. Why did my insurance go up?** Your homeowner's or flood insurance charges are determined by your insurance carrier. If you contact them, they'll be able to explain any changes to your insurance policy and premiums.
- 6. 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 have increased or decreased.
- 7. What if I can't afford my new payment?** Please contact our Customer Solutions Center if you're having financial difficulties. It's better to contact us as soon as possible so that we can work out a solution. You can contact them at 1-855-U-Are-Home (827-3466).
- 8. 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 be adjusted 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 changes.

Important Addresses

Regular Monthly Payments

Pennsylvania Housing Finance Agency
PO Box 13280
Philadelphia, PA 19101-3280

Tax/Insurance Bills & General Correspondence

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

9. 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://phfa.customercarenet.com> to make sure the escrow deposit was received and to verify your new payment amount. Or please call our Customer Solutions Center at 1-855-U-Are-Home (827-3466) to verify the funds were received.*

10. Can I make my shortage payment online? *Yes, escrow shortage payments can be made online for a limited time period after the escrow analysis is done. After that time period, you will need to mail a check using the envelope provided with your analysis to our Harrisburg address. If you've misplaced the envelope, our address is provided to the left.*

11. 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.*

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://phfa.customercarenet.com> to confirm this. Or you can also call our Customer Solutions Center for assistance.*

Helpful Contact Information

Phone numbers

Customer Solutions Center.....1-855-827-3466
Collections/Past-due Accounts...1-800-822-7375

Fax numbers

Escrow-related issues.....717-780-3853
Payoffs/Verification of mortgage...717-780-3899
Collections issues.....717-780-3804

Email.....AskPHFA@PHFA.org

NEW Customer CareNet Customer Login

PHFA has a new borrower portal to give our customers access to their mortgage account(s) online, including making payments. If you haven't created your new login, go to <https://phfa.customercarenet.com>.

If you're having difficulty creating your new online account or any other issues, please contact our Customer Solutions Center at 1-855-U-Are-Home (827-3466).



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