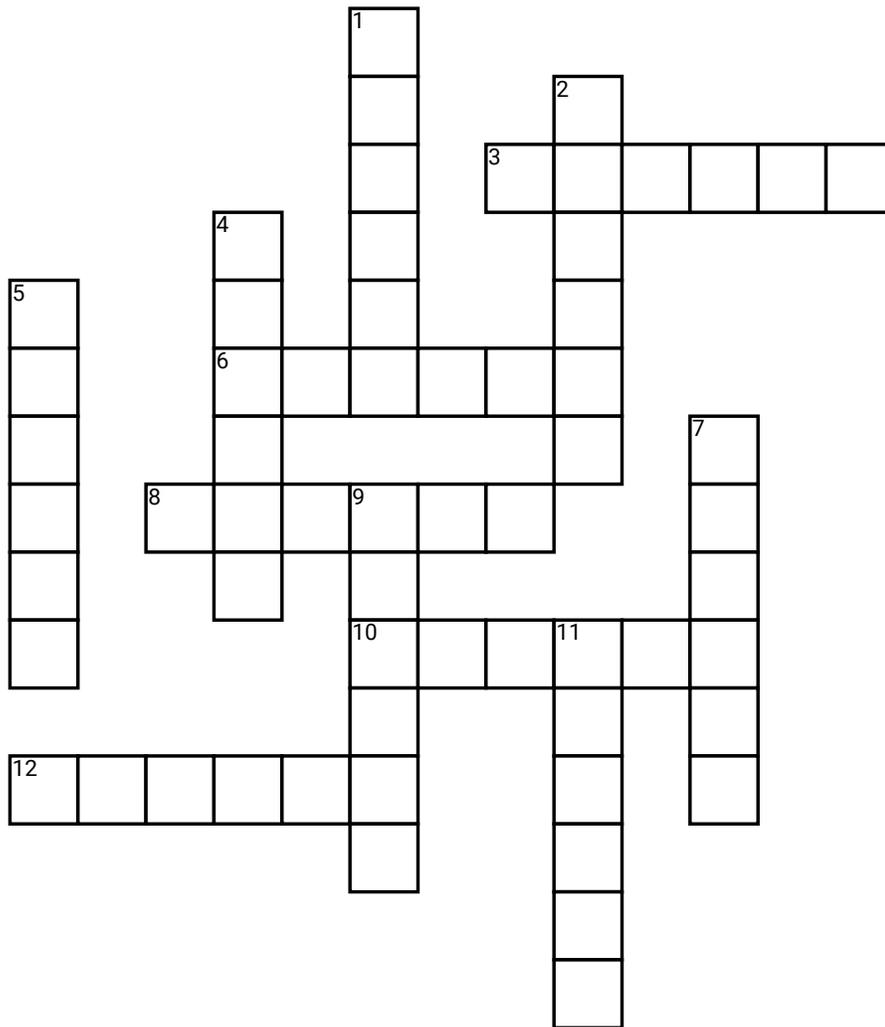


Name: _____

Date: _____

Sending Task



Across

- 3. Request to research to send a copy of the year end statement (1098)
- 6. Request mortgage documents and to request pay off statements for loans with buydowns.
- 8. Request to research a missing check.
- 10. Request escrow deletion

12. Request to mail a copy of an escrow analysis.

Down

- 1. Change property address.
- 2. Request to research to send a copy of a payment history.
- 4. Notify Special Loans that the client has requested a recast so they can send a letter if the loan is eligible.

5. Send notification that the escrow shortage has been paid and to adjust the payment.

7. Request to mail a copy of an escrow analysis.

9. Request to pay loan in full from the escrow account.

11. Request Escrow Analysis to analyze an account due to a change in insurance/taxes.

Word Bank

CRANAC ESDELN CRANAC CRSPMT SLCURT CRHIST
CSDOCS ESESPD ESANA1 CSPADD POESCW CR1098