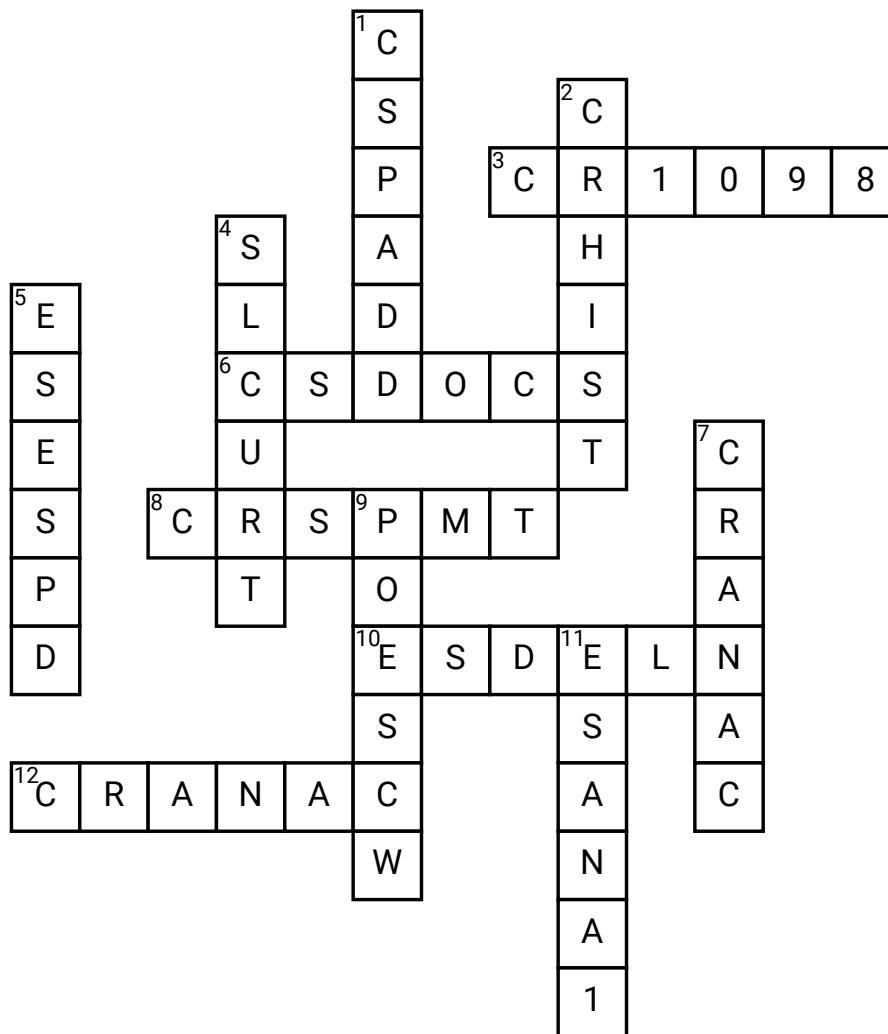


Name: _____

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 POESCW SLCURT ESDLEN CRHIST ESANA1
 CRANAC ESESPD CSPADD CSDOCS CRSPMT CR1098