Delinquent Loans

If the loan is more than 30 days past due at the time Freedom Mortgage performs the escrow account analysis, Freedom Mortgage is exempt from the requirements of providing an annual escrow account statement to the customer.

This exemption also applies where Freedom Mortgage has brought an action for foreclosure, or where the customer is in a bankruptcy case.

If Freedom Mortgage does not issue an EAS and the loan is reinstated or becomes current, Freedom Mortgage must provide a history of the account since the last annual statement (which may be longer than 12 months at that point) within 90 days of the date the account became current.

If Freedom Mortgage chooses not to provide the customer with a copy of an escrow analysis under this exemption, Freedom Mortgage still has an obligation to perform the escrow analysis on an annual basis.

Escrow Analysis Tab in Salesforce

The Escrow Analysis tab within the Parent Case in Salesforce is used to quickly assess the change from one escrow analysis to another.

When the Escrow tab is clicked, the page will load with the two most recent EAS.

Columns:

PREVIOUS - Shows data for the escrow analysis that was prior to the "Most Recent".

MOST RECENT – Shows data for the most recent escrow analysis that is "Active".

DIFFERENCE – Shows the change in value from the "Most Recent" and "Previous" escrow analysis (if applicable).

If only one escrow analysis exists on the loan, it will be displayed in the "Most Recent" column.

When this happens, the number difference may not be true as Freedom Mortgage may not have record of the prior analysis.

Utilize the Electronic Document Management System (EDMS) to find any prior analysis if they exist.

This can occur with bulk acquisition accounts or new loans where the prior analysis data is not available.

Arrows on the right side of the difference are meant to be quick identifiers for changes in value.

Up RED arrows indicate an increase and are typically negatively impacting the customer by increasing the payment.