TRANSFER WORKSHEET

Servicing Transfer Escrow Reconciliation Worksheet

07

RECONCILE TRANSFER

Build a before-and-after ledger across a mortgage servicing transfer so the old closing escrow balance and new opening balance can be tested as one continuous account.

WHEN TO USE	FEDERAL / PRIMARY REFERENCE
Build a before-and-after ledger across a mortgage servicing transfer so the old closing escrow balance and new opening balance can be tested as one continuous account.	12 CFR § 1024.33 · 12 CFR § 1024.17

Federal baseline to check

☐ If a new servicer changes the monthly escrow payment or accounting method, Regulation X requires an initial escrow statement within 60 days of the servicing transfer.

☐ The old servicer generally provides a short-year escrow statement within 60 days of the transfer effective date.

☐ The new servicer must treat transferred shortages, surpluses, and deficiencies under the same Regulation X escrow rules.

BORROWER AND LOAN

Borrower name ______________________________	Property address ______________________________
Loan/account number ______________________________	Servicer name ______________________________

Transfer dates

Transfer effective date: __________ First statement from new servicer: __________

Notes: ____

Old servicer closing record

Old servicer closing escrow balance: $__________ as of __________

Notes: ____

Transfer-period activity

Transfer-period deposits/disbursements/reversals: $__________ Date(s): __________

Notes: ____

New servicer opening record

New servicer opening escrow balance: $__________ as of __________

Notes: ____

Difference to investigate

Unexplained difference after bridge entries: $__________

Notes: ____

Attachment checklist

☐ Transfer notice

☐ Final statement from old servicer

☐ First statement from new servicer

☐ Tax and insurance payment records around transfer date

☐ Copy of this completed template retained for your records

☐ Mailing / delivery confirmation retained if sent formally

Use notes

☐ Reconcile the old closing balance to the new opening balance before comparing later monthly payments; transfer-period tax or insurance disbursements can legitimately bridge the two numbers.

☐ Use the transfer effective date, not the date you first received a letter, as the anchor for the account handoff.

☐ If the balance or transaction history appears to be missing, preserve both servicers' statements and use the transfer-specific dispute/RFI resources rather than relying on phone notes alone.

☐ Keep a complete copy of the completed template and supporting records; send copies rather than irreplaceable originals when copies are sufficient.

PRIMARY SOURCES TO CHECK

12 CFR § 1024.33 • 12 CFR § 1024.17

Official links: https://www.consumerfinance.gov/rules-policy/regulations/1024/17/ | https://www.consumerfinance.gov/rules-policy/regulations/1024/33/