

---

## Real Estate Settlement Procedures Act Questionnaire

---

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Are written loan policies in connection with federally related mortgage loans in compliance with Regulation X? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Does the institution have established operating procedures which address the requirements of Regulation X?     | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are mortgage lending personnel knowledgeable of the requirements of RESPA and Regulation X?                    | <input type="checkbox"/> | <input type="checkbox"/> |

### Special Information Booklet

- |   |                          |                          |
|---|--------------------------|--------------------------|
| 4. For applicable transactions, is the Special Information Booklet provided within three business days after the financial institution or broker receives or prepares a written application for a loan? | <input type="checkbox"/> | <input type="checkbox"/> |
|---|--------------------------|--------------------------|

### Good Faith Estimate

- |  |                          |                          |
|--|--------------------------|--------------------------|
| 5. Does the financial institution use the standard/required Good Faith Estimate form (GFE)?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Is a GFE of charges for settlement services, if required, provided within three business days after an application is received or prepared? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Does the GFE appear in the exact form as in Appendix C to Regulation X?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Does the GFE contain the following required elements:   |                          |                          |
| a. i. Interest rate expiration date?   | <input type="checkbox"/> | <input type="checkbox"/> |
| ii. Settlement charges expiration date?  | <input type="checkbox"/> | <input type="checkbox"/> |
| iii. Rate lock period?   | <input type="checkbox"/> | <input type="checkbox"/> |
| iv. Number of days before settlement the interest rate must be locked, if applicable?  | <input type="checkbox"/> | <input type="checkbox"/> |
| v. Summary of loan information?  | <input type="checkbox"/> | <input type="checkbox"/> |
| vi. Escrow account information?  | <input type="checkbox"/> | <input type="checkbox"/> |
| vii. Estimates for settlement charges?   | <input type="checkbox"/> | <input type="checkbox"/> |
| viii. Left hand column on trade-off table completed for loan in the GFE?   | <input type="checkbox"/> | <input type="checkbox"/> |

---

## Real Estate Settlement Procedures Act Questionnaire

---

	Yes	No
b. For all loans, are all third-party fees, including those paid by the financial institution in the case of no cost loans, itemized and listed in the appropriate blocks on the second page of the GFE?	<input type="checkbox"/>	<input type="checkbox"/>
c. Did the financial institution provide a separate sheet that identifies the settlement service providers for the services listed?	<input type="checkbox"/>	<input type="checkbox"/>

### Affiliated Business Arrangements

9. Does the financial institution refer borrowers to settlement service providers?	<input type="checkbox"/>	<input type="checkbox"/>
10. If the institution refers borrowers to affiliated settlement service providers, is the Affiliated Business Disclosure statement provided to each borrower as set forth in Appendix D to Part 3500?	<input type="checkbox"/>	<input type="checkbox"/>
11. Other than an attorney, credit reporting agency, or appraiser representing the lender, does the financial institution require the use of an affiliate?	<input type="checkbox"/>	<input type="checkbox"/>

### Uniform Settlement Statement Form (HUD-1 and HUD-1A)

12. Does the financial institution use the current Uniform Settlement Statement (HUD-1 or HUD-1A) as appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
13. Does the HUD-1 or HUD-1A contain the following:		
a. Charges properly itemized for both borrower and seller in accordance with the instructions for completion of the HUD-1 or HUD-1A?	<input type="checkbox"/>	<input type="checkbox"/>
b. All charges paid to one other than the lender itemized and the recipient named?	<input type="checkbox"/>	<input type="checkbox"/>
c. Charges required by the financial institution but paid outside of closing, itemized on the settlement statement, marked as "paid outside of closing" or "P.O.C.," but not included in totals?	<input type="checkbox"/>	<input type="checkbox"/>
d. Where an average charge was listed for a settlement service, was the charge calculated in accordance with requirements set forth in § 3500.8(b)(2)?	<input type="checkbox"/>	<input type="checkbox"/>
14. From a review of the HUD-1 or HUD-1/A prepared in connection with each GFE reviewed, are amounts shown on the GFE the same as the fees actually paid by the borrower?	<input type="checkbox"/>	<input type="checkbox"/>

---

## Real Estate Settlement Procedures Act Questionnaire

---

- |  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| 15. If a charge stated on the HUD-1/1A exceeds the charges stated on the GFE by more than the permitted tolerance, does the financial institution cure the tolerance violation by reimbursing the borrower the amount by which the tolerance was exceeded at settlement, or by delivering or placing the payment in the mail within 30 calendar days after settlement? | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. If the financial institution conducts settlement:  |                          |                          |
| a. Is the borrower, upon request, allowed to inspect the HUD-1 or HUD-1A at least one day prior to settlement?   | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Is the HUD-1 or HUD-1A provided to the borrower and seller at settlement?   | <input type="checkbox"/> | <input type="checkbox"/> |
| c. In cases where the right to delivery is waived or the transaction is exempt, is the statement mailed as soon as possible after settlement?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. In the case of an inadvertent or technical error on the HUD-1/1A, does the institution provide a revised HUD-1/1A to the borrower within 30 calendar days after settlement?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. If the financial institution retains its interest in the mortgage and/or services it, is the HUD-1 or HUD-1A form retained for five years?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. If the financial institution disposes of its interest in the mortgage and does not service the loan, is the HUD-1/1A transferred to the new asset owner with the loan file?  | <input type="checkbox"/> | <input type="checkbox"/> |

### Mortgage Servicing Transfer Disclosure

- |  |                          |                          |
|--|--------------------------|--------------------------|
| 20. Does the mortgage servicing transfer disclosure form language substantially conform to the model disclosure in Appendix MS-1 to Part 3500? | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Does the lender provide the mortgage servicing transfer disclosure within three business days after receipt of the application?            | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Does the disclosure state whether the loan may be assigned or transferred while outstanding?   | <input type="checkbox"/> | <input type="checkbox"/> |

### Notice to Borrower of Transfer of Mortgage Servicing

- |  |                          |                          |
|--|--------------------------|--------------------------|
| 23. If the institution has transferred servicing rights, was notice to the borrower given at least fifteen days prior to the transfer? | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. If the institution has received servicing rights, was notice given the borrower within fifteen days after the transfer?            | <input type="checkbox"/> | <input type="checkbox"/> |

---

## Real Estate Settlement Procedures Act Questionnaire

---

		Yes	No
25.	Does the notice by transferor and transferee include the following information as contained in Appendix MS-2 to Part 3500:		
a.	The effective date of the transfer?	<input type="checkbox"/>	<input type="checkbox"/>
b.	The new servicer's name, address, and toll-free or collect call telephone number of the transferor servicer?	<input type="checkbox"/>	<input type="checkbox"/>
c.	A toll-free or collect call telephone number of the present servicer to answer inquiries relating to the transfer?	<input type="checkbox"/>	<input type="checkbox"/>
d.	The date on which the present servicer will cease accepting payments and the date the new servicer will begin accepting payments relating to the transferred loan?	<input type="checkbox"/>	<input type="checkbox"/>
e.	Any information concerning the effect of the transfer on the availability of terms of optional insurance and any action the borrower must take to maintain coverage?	<input type="checkbox"/>	<input type="checkbox"/>
f.	A statement that the transfer does not affect the terms or conditions of the mortgage, other than terms directly related to its servicing?	<input type="checkbox"/>	<input type="checkbox"/>
g.	A statement of the borrower's rights in connection with complaint resolution?	<input type="checkbox"/>	<input type="checkbox"/>

### Responding to Borrower Inquiries

26.	Have late fees been imposed within 60 days following a transfer of servicing or were payments treated as late when received by transferor rather than transferee?	<input type="checkbox"/>	<input type="checkbox"/>
27.	Does the institution respond to borrower inquiries relating to servicing of RESPA covered mortgage loans and refinancings as prescribed in the regulation?	<input type="checkbox"/>	<input type="checkbox"/>
	Specifically, does the institution:		
a.	Provide a written response acknowledging receipt of a qualified written request from a borrower for information relating to the servicing of the loan within 20-business days?	<input type="checkbox"/>	<input type="checkbox"/>
b.	If not, has the action requested by the borrower been taken within the 20-business day period?	<input type="checkbox"/>	<input type="checkbox"/>

---

## Real Estate Settlement Procedures Act Questionnaire

---

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| c. Within 60-business days after the receipt of a qualified written request, does the institution make appropriate corrections in the account of the borrower and provide a written notification of the correction (including in the notice the name and the telephone number of a representative of the institution who can provide assistance)? | <input type="checkbox"/> | <input type="checkbox"/> |
| OR<br>Provide the borrower with a written explanation:  |                          |                          |
| i. Stating the reasons the account is correct (including the name and telephone number of a representative of the institution who can provide assistance)?  | <input type="checkbox"/> | <input type="checkbox"/> |
| OR  |                          |                          |
| ii. Explaining why the information requested is unavailable or cannot be obtained by the institution (including the name and telephone number of a representative of the institution who can provide assistance)?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 28. Does the institution provide information regarding an overdue payment to any consumer reporting agency during the sixty-day period beginning on the date the institution received any qualified written request relating to a dispute regarding the borrower's payments?  | <input type="checkbox"/> | <input type="checkbox"/> |

### Escrow Accounts

- |  |                          |                          |
|--|--------------------------|--------------------------|
| 29. Does the institution perform an escrow analysis at the creation of the escrow account?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 30. Is the initial escrow statement given to the borrower at settlement or within 45 days after the escrow account is established? | <input type="checkbox"/> | <input type="checkbox"/> |
| 31. For continuing escrow arrangements, is an annual escrow statement provided to the borrower at least once every 12 months?      | <input type="checkbox"/> | <input type="checkbox"/> |
| 32. Does the initial escrow statement itemize:   |                          |                          |
| a. Amount of monthly mortgage payment  | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Portion of the monthly payment being placed in escrow   | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Charges to be paid from the escrow account during the first 12 months   | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Disbursement date   | <input type="checkbox"/> | <input type="checkbox"/> |

---

## Real Estate Settlement Procedures Act Questionnaire

---

	Yes	No
e. Amount of cushion	<input type="checkbox"/>	<input type="checkbox"/>
33. Is the annual escrow statement provided within 30 days of the completion of the escrow account computation year?	<input type="checkbox"/>	<input type="checkbox"/>
34. Does the annual escrow statement itemize:		
a. Current mortgage payment and portion going to escrow	<input type="checkbox"/>	<input type="checkbox"/>
b. Amount of last year's mortgage payment and portion that went to escrow	<input type="checkbox"/>	<input type="checkbox"/>
c. Total amount paid into the escrow account during the past computation year	<input type="checkbox"/>	<input type="checkbox"/>
d. Total amount paid from the escrow account during the year for taxes, insurance premiums, and other charges	<input type="checkbox"/>	<input type="checkbox"/>
e. Balance in the escrow account at the end of the period	<input type="checkbox"/>	<input type="checkbox"/>
f. Explanation of how any surplus is being handled	<input type="checkbox"/>	<input type="checkbox"/>
g. Explanation of how any shortage or deficiency is to be paid by the borrower	<input type="checkbox"/>	<input type="checkbox"/>
h. If applicable, the reason(s) why the estimated low monthly balance was not reached.	<input type="checkbox"/>	<input type="checkbox"/>
35. Are monthly escrow payments following settlement no larger than 1/12 of the amount expected to be paid for taxes, insurance premiums, and other charges in the following twelve months, plus 1/6 of that amount?	<input type="checkbox"/>	<input type="checkbox"/>
36. Does the servicer notify the borrower at least annually of any shortage or deficiency in the escrow account?	<input type="checkbox"/>	<input type="checkbox"/>
37. Does the institution make payments from the escrow account for taxes, insurance premiums and other charges in a timely manner as they become due?	<input type="checkbox"/>	<input type="checkbox"/>

### No Fees for RESPA Disclosures

38. Does the financial institution charge a fee specifically for preparing and distributing the HUD-1 forms, escrow statements or documents required under the Truth in Lending Act?	<input type="checkbox"/>	<input type="checkbox"/>
a. If a fee is charged for a GFE, is the fee limited to the cost of a credit report?	<input type="checkbox"/>	<input type="checkbox"/>

---

**Real Estate Settlement Procedures Act  
Questionnaire**

---

Yes    No

**Purchase of Title Insurance**

39.    When the financial institution owns the property being sold, does it require that title insurance is required from a particular company?

**Payment or Receipt of Referral or Unearned Fees**

40.    Is institution management aware of the prohibitions against payment or receipt of kick-backs and unearned fees?

41.    Are federally related mortgage loan transactions referred by brokers, affiliates, or other parties?

OR

Does the institution refer services to brokers, affiliates, or other parties?       

42.    If fees were paid to the institution or any parties identified, were all fees paid to the broker, affiliate, service provider, or other party consistent with all the requirements of section 3500.14 (g) and for goods or facilities actually furnished or services actually performed?

**Comments**

---

---

---

---

---

---

---

---

---

---

**Exam Date:** \_\_\_\_\_  
**Prepared By:** \_\_\_\_\_  
**Reviewed By:** \_\_\_\_\_  
**Docket #:** \_\_\_\_\_