



# CURIOUS HOW THIS MORTGAGE THING WORKS?



IMPORTANT INFORMATION ABOUT  
YOUR NEW HOME LOAN.

**WELCOME TO YOUR NEW  
MORTGAGE. WHAT'S NEXT?**



Owning a home is a great feeling. And having a mortgage that you know works for you, that's a great feeling, too. That's why Fifth Third keeps reaching out to people like you, asking them what they need in a mortgage, and using those suggestions to create new mortgage products.

We also know that learning about mortgages doesn't stop when you sign the papers. So we've put together this booklet, to give you a quick reference of the finer points of paying for a home. Read on, and you'll learn about topics like escrow, taxes, insurance and online account management, as well as some of the special benefits you're eligible for as a Fifth Third customer.

Of course, if you have any questions this booklet doesn't cover, you can call us or stop by any Fifth Third banking center.

**From all of us at Fifth Third,  
congratulations on your new mortgage.**

# FAQS: STAY INFORMED ABOUT YOUR ESCROW ACCOUNT AND ANNUAL ANALYSIS.

For customers with an escrow account, here are some answers to some frequently asked questions.

## What is an escrow account and why do I have one?

An escrow account acts like a savings account for the payment of your taxes and/or insurance. As each mortgage payment is made, a portion of your payment is deposited into the escrow account to pay your taxes and/or insurance. Projected tax and/or insurance amounts are equal to the last known amounts paid. If you have an escrow account, Fifth Third will use funds from that account to pay your tax and/or insurance bills as they become due.

## What causes my monthly escrow payment to change?

Increases and decreases to the escrow portion of your monthly mortgage payment are typically the result of changes in your real estate taxes and/or insurance. Some possible reasons are:

- **Homeowner's Insurance:** Your premium may be different as a result of changes to the type or extent of your insurance coverage, or if your insurance company changed your premium. We encourage you to contact your insurance company or local insurance agent with any questions regarding changes to your homeowner's insurance premiums.
- **Real Estate Taxes:** Your real estate taxes may be different as a result of your property being reassessed or if the tax rate has changed.
- **Unexpected Tax Bills:** Bills for special assessments charged by your local tax authority may also impact the amount we collect for your real estate taxes. Anticipated tax payment timeframes may change as well. We encourage you to contact your local taxing authority with any questions regarding changes to your real estate taxes.
- **New Construction:** For New Construction loans, the first tax bill is typically a partial assessment that only includes the lot/land, and not your new structure. The amount may



increase once a tax bill is received with the full assessed value, which includes the land and the house.

- **Initial Escrow Deposit:** Escrow is estimated at loan closing if specific information is not available. If the amount collected for the setup of your escrow account was more or less than the actual bills received, this might cause your monthly mortgage payment to change.

### Why is Fifth Third holding a cushion of two months of escrow payments?

A cushion is the minimum balance of the escrow account and acts like a savings account to help if your taxes or insurance increase. Your mortgage documents allow us to maintain an escrow cushion equal to two months of escrow payments unless otherwise mandated by state law.

### What is an escrow shortage?

Federal law allows for the collection of a reserve amount to maintain a cushion for unexpected tax and/or insurance increases and other costs. Your lowest monthly required balance cannot fall below this reserve amount at any point during the year. If the escrow account falls below the required balance, the difference between the lowest balance and the required balance would then become your shortage amount. A shortage could be due to tax and/or insurance increases from the prior year's projections.

**QUESTIONS? CONTACT  
CUSTOMER SERVICE AT  
800-972-3030.**

## TAXES: A NECESSARY PART OF HOMEOWNERSHIP.

As a homeowner, you'll most likely have to pay real estate taxes. Here are a few questions we often hear from our mortgage customers. If you have questions not listed here, please contact a tax professional or Fifth Third Customer Service at 800-972-3030.

### **I received my tax bill. Should I send it to you?**

If you have an escrow account for payment of your taxes, Fifth Third will obtain a copy of your tax bill directly from your tax agency. You should retain the tax bill for your records. If you live in Pennsylvania, please forward your tax bill to: **Fifth Third Bank, PO Box 961221, Fort Worth, TX 76161-0221**. Or, you can fax it to 817-826-0538. If you receive a tax bill marked "COPY" or "FOR YOUR INFORMATION," you do not need to send it to us. If you do not escrow for taxes, you are responsible for paying your tax bill.



**Who can answer questions about my real estate tax bill?**

Questions about real estate tax increases, your assessed value and tax rates can best be answered by contacting your local tax collector directly.

**What tax bills are paid from my escrow account?**

If you have an escrow account for real estate taxes, Fifth Third will ensure they are paid. You are responsible for paying any supplemental bills or non-real estate bills you receive, such as solid waste or water/sewer bills.

**What is a Special Assessment Tax Bill?**

A special assessment may be charged against your property because of improvements from which you benefit, including street and sidewalk repairs or sewer construction. If you receive this interim or supplemental bill, it is very important that you pay it because Fifth Third may not know about this bill and did not plan for the payment of the bill from your escrow account.

**What can I expect as a New Construction borrower?**

Typically, the first bill for new property is for the lot/land only. You may receive an interim or supplemental bill for the full assessed value which will include the land and the house. It is very important that you pay the supplemental bill because in some cases collection for this bill is not included in the current escrow account. If you have any questions, please contact your tax professional or call Fifth Third Customer Service at 800-972-3030.

**QUESTIONS? CONTACT  
CUSTOMER SERVICE AT  
800-972-3030.**

# KEEPING YOU COVERED.

## WHAT YOU NEED TO KNOW ABOUT HOMEOWNER'S INSURANCE.

Understanding your homeowner's (hazard) insurance options and responsibilities is an important part of protecting your mortgage and your home. That's why we've outlined the types of policies available, some general insurance information, plus tips on how you may be able to reduce insurance costs on your home.

### What are my homeowner's insurance responsibilities?

All mortgage lenders require that you have homeowner's insurance. As a homeowner and in accordance with your loan documentation, you need to maintain adequate homeowner's coverage at all times. Your homeowner's policy must meet the following requirements:

- Provide for a minimum of fire and extended coverage with special form endorsements
- Fifth Third must be listed as the mortgagee on all policies
- Coverage must be equal to the loan balance or value of the home
- Insurance must be with a company or carrier rated B+ or higher by the Best Rating Guide
- The policy must carry a deductible

### I received my insurance renewal notice and a request for payment. What should I do?

If you have an escrow account and your bill has not been paid, please forward the bill with your loan number to the following address: **Fifth Third Bancorp, ISAOA, PO Box 598, Amelia, OH, 45102**. You can also fax your bill to 513-947-4201. If you do not have an escrow account, please make sure your insurance agent has this address listed under the mortgagee clause.

**There are several types of policies available to you.**

- **Homeowner's Insurance** ensures that the property will be replaced or the damage will be repaired up to the amount of coverage obtained. (Also referred to as Hazard, Vacancy, Renter's, Landlord or Fire Coverage.)
- **Flood Insurance** will be required in areas where the dwelling is in a designated flood zone.
- **Condominium Insurance** is held by a homeowner's association to protect the dwelling.
- **Earthquake Insurance** is usually carried on a voluntary basis and is typically not paid from your escrow account.
- **Wind Insurance** may be required in areas where the dwelling is along a coastal area.

It is very important for Fifth Third to be aware of any changes you make to your homeowner's insurance policy. Therefore, before you actually make changes, call us to discuss your policy requirements.

**Tips on some ways you may be able to save money on your homeowner's insurance:**

- Purchase your home and auto policies from the same insurer
- Insure the house—not the land
- Maintain a home security system
- Ensure a smoke-free home

**FOR MORE INFORMATION  
ON INSURANCE,  
CONTACT FIFTH THIRD  
AT 888-580-7858.**

**53.COM: A FASTER, EASIER WAY TO  
TAKE CARE OF YOUR MORTGAGE.**



As a homeowner, you'll want to stay on top of your mortgage payments and everything involved with the loan. An easy way to do this is to sign up for Fifth Third Internet Banking.<sup>1</sup>

With Internet Banking, you can access all of your mortgage account information online at 53.com and:

- **Review your account information.** See principal and interest breakdowns, payment receipt dates, 1098 tax statements, real estate tax and homeowner's insurance activity as well as general information on your loan.
- **Update your personal information.** If your mailing address, telephone number or email information changes, you can make these changes online.
- **Make your payment online.** Visit 53.com and sign in to Internet Banking to easily transfer funds to make your monthly payment.

**SIGN UP FOR INTERNET  
BANKING TODAY AT  
53.COM.**

# ADDITIONAL OPTIONS TO HELP MEET YOUR NEEDS.

Fifth Third offers a wide range of products and services to help meet the financial needs of our customers.

**Homeowner Plus Value Package:** This combines three essential financial tools—a Fifth Third Consumer Rewards Credit Card<sup>2</sup>, a Fifth Third Established Checking Account and a Fifth Third mortgage—to help you save on your everyday banking and help pay off your mortgage sooner.

## HERE’S HOW IT WORKS:

A Fifth Third Consumer Rewards Credit Card helps you pay down your Fifth Third mortgage faster by turning everyday purchases<sup>3,4</sup> into Real Life Rewards<sup>SM</sup> points that can be used to pay down your mortgage principal. Every time you reach 2,500 Real Life Rewards<sup>SM</sup> points, you can redeem your points for a \$25 principal reduction to your Fifth Third Mortgage.<sup>5</sup>

With the Fifth Third Homeowner Plus Value Package, you could save thousands of dollars in interest over the life of your mortgage and pay it off months sooner.

	WITHOUT	WITH*
Amount Financed	\$200,000	\$200,000
Reward Points Paid Toward Principal (over the life of the loan)	0	\$7,200
Interest Paid (life of loan)	\$186,507	\$177,139
Number of Payments	360	345
Total Paid by Customer	\$386,507	\$369,939
Number of Mortgage Payments Saved	0	15
<b>Savings</b>	<b>\$0</b>	<b>\$16,568</b>

**See how much you can save by visiting our interactive calculator at [53.com/homeownerplus](https://53.com/homeownerplus).**

\* Example assumes a 5% interest rate (5.059% APR) on a 30-year fixed-rate mortgage of \$200,000 with average fees of \$1,347.00 (other fees not affecting the APR may apply). This example also assumes average monthly spending, using a Real Life Rewards<sup>SM</sup> Credit Card, Cash Rewards Card, Columbus Zoo Credit Card or a Nashville Predators Credit Card, of \$300/month on gas and grocery purchases and average monthly spending for all other credit card purchases<sup>2,3,4</sup> to be \$1,500/month and monthly redemption of points.<sup>5</sup> A 25% down payment with no private mortgage insurance (PMI) is assumed, with a monthly payment of \$1,073.64.



**Fifth Third Identity Theft Protection:** You're unique. We can help you keep it that way. Visit [53.com/identityalert](https://53.com/identityalert) to learn more about Fifth Third identity theft protection solutions.<sup>6</sup>

**Fifth Third Credit Cards:** Fifth Third credit cards offer a variety of benefits suited to your lifestyle, including competitive rates, special savings, and emergency services should any problems arise. Visit [53.com/credit-cards](https://53.com/credit-cards) to learn more.<sup>2</sup>

**Fifth Third Savings Accounts:** Our savings solutions can help you secure your finances, grow your money over time and meet your financial goals. Visit [53.com/savings](https://53.com/savings) to learn more.

#### **EXCLUSIVELY FOR FIFTH THIRD CHECKING CUSTOMERS:**

The following services are available to Fifth Third checking customers. If you're not already a checking customer, open an account at [53.com/checking](https://53.com/checking) and enjoy these great benefits, too.

**Internet Banking and Online Bill Payment:** Fifth Third's Internet Banking system is the fast, free and secure way to view accounts, make transfers and pay bills 24 hours a day, seven days a week.<sup>5,7</sup>

**Mobile Banking:** With Fifth Third Mobile Banking, you can check your balances, locate branches and ATMs, pay bills or transfer funds any time, any place, right from your phone. And now, with Mobile Deposit, you can deposit checks anywhere, anytime. You can even have account-related text alerts automatically sent to your mobile device.<sup>8</sup>

## CHECK OUT THE DIFFERENT WAYS TO MAKE YOUR MONTHLY MORTGAGE PAYMENT.

Fifth Third offers many convenient, hassle-free ways to make your monthly mortgage payment.

**Fifth Third Auto Billpayer®:** With this feature, your mortgage payment will be automatically deducted from your designated account each month. There is no fee associated with setting up this service. To enroll in Auto Billpayer, call 800-837-2000.

**Make Your Payment Online:** Visit 53.com and sign in to Internet Banking to easily transfer funds to make your monthly payment. There is no fee when you make your payment online using Internet Banking.

**By Mail:** Send a check made payable to Fifth Third Bank. Please be sure to include your full loan number and mail to: **Fifth Third Bank, PO Box 630412, Cincinnati, OH 45263-0412.**

Please include your monthly mortgage statement or payment coupon if available.

**Mobile Banking:** Fifth Third customers can get started with the mobile app by setting up Internet Banking access at 53.com. Once you have your username and password, download the app for iPhone® from the App Store or for Android™ from Google Play. Then, make your monthly payment by easily transferring funds from your Fifth Third checking or savings account. Mobile Banking is not available as a payment option for non-Fifth Third checking or savings customers.

**In Person:** Visit any Fifth Third Banking Center to make your loan payment in person.

**Pay-By-Phone:** Call an agent to make a payment over the phone, Monday through Friday, 7 a.m. to 8 p.m., ET at 800-972-3030. There is a fee of up to \$15 for this option. Please consider the payment options listed above as you may be able to avoid a fee associated with paying your loan.

**CUSTOMER SERVICE**  
**800-972-3030**  
**MONDAY - FRIDAY**  
**7 A.M. - 8 P.M., ET**

**If you have an escrow account for payment of taxes and/or insurance, please forward your bill to:**

**Taxes**

**Mail to:**

Fifth Third Bank  
PO Box 961221  
Fort Worth, TX 76161-0221

**Fax to:** 817-826-0538

**Insurance**

**Mail to:**

Fifth Third Bancorp, ISAOA  
PO Box 598  
Amelia, OH 45102

**Fax to:** 513-947-4201

**Paying Off Your Mortgage Loan**

**Request Your Payoff Amount:** Call 800-972-3030. When prompted, enter your mortgage loan number or social security number.

Step 1: Select Option 5 for Mortgage.

Step 2: Select Option 2 for Payoffs.

Step 3: Select Option 1 if you are a customer, or select option 2 if you are calling on behalf of a customer.

Enter the date you want the payoff through (cannot be more than 30 days out) then select how you'd like to receive the information:

Select Option 1 to receive via fax.

Select Option 2 to receive via mail.

Select Option 3 for the payoff mailing address.

**Payoff Instructions:** Your payoff must be made payable to Fifth Third Mortgage and the full mortgage loan account number will need to be referenced in the memo portion of the check. Interest will continue to accrue until funds are received. To eliminate delays in processing, please provide a contact name, telephone number and a copy of the payoff quote you received along with your form of payment. Please note: If you escrow for taxes and insurance and have had an escrow disbursement during the payoff quote good through date, this may impact your payoff amount.

Make checks payable to Fifth Third Mortgage. Please send check and letter to Fifth Third Mortgage, Mortgage Loan Payoffs, 5050 Kingsley Drive, Mail Drop 1MOC2K, Cincinnati, OH 45227.

*This address can also be used for overnight payments.*

**Thinking about refinancing or buying a new home?**

Call us at 877-761-0110 to speak with a mortgage loan originator, visit [53.com/mortgagedream](http://53.com/mortgagedream) or stop by your local banking center to learn more.



A minimum of \$50 is required to open any Fifth Third checking or savings account. Checking accounts may have monthly fees.

1. Subject to internet banking terms and conditions.
2. Credit Cards subject to credit review and approval. Eligible Consumer Rewards Credit Cards include the Real Life Rewards<sup>SM</sup> Credit Card, Cash Rewards Card, Columbus Zoo Credit Card and Nashville Predators Credit Card. Other Fifth Third Consumer Rewards Cards are eligible but point calculation shown in illustration may vary.
3. Purchases are defined as the dollar value of goods and services of credit purchases made with the Card, minus any credits, returns or other adjustments as reflected on the monthly statements. Purchases do not include annual fees, late payment fees, over-limit fees, insurance charges, card-related service charges, Finance Charges, or other fees and/or unauthorized charges. Purchases also do not include Cash Advances, PIN-based transactions, Ready Reserve Overdraft Protection transactions, balance transfers, Convenience Checks, person-to-person money transfers, quasi-cash transactions (including the purchase of casino gaming chips, lottery tickets, wire transfer services, traveler's checks, foreign currency, or money orders), gaming transactions or currency purchases. Some products may carry an expiration limit on rewards points. Refer to the Rewards Program Terms and Conditions which can be found by signing into Internet Banking at 53.com.
4. Applies to Real Life Rewards, Columbus Zoo and Nashville Predators Cards: Everyday Spend Bonus is defined as: earn double Real Life Rewards<sup>SM</sup> points for every \$1 spent on qualifying gas, grocery, and discount store purchases. Fifth Third does not determine the Merchant Category Codes that businesses use to classify their business. Purchases made at a merchant that does not process transactions under the bonus categories will not qualify and you will not receive the Spend Bonus Points. Bonus points will show up on your monthly statement.

Applies to the Cash Rewards Card: Cash Rewards Everyday Bonus is defined as: earn double Real Life Rewards<sup>SM</sup> for every \$1 spent on qualifying gas, grocery and discount store purchases. Fifth Third does not determine the Merchant Category Codes that businesses use to classify their business. Purchases made at a merchant that does not process transactions under the bonus categories will not qualify and you will not receive the Everyday Bonus Points. Bonus points will show up on your monthly statement. Cash Rewards accounts earn a 2% cash reward for every \$1 spent on Everyday Bonus purchases on up to \$1,500.00 of eligible Everyday Bonus each calendar quarter. Earn 1% cash reward on Everyday Bonus purchases each calendar quarter over \$1,500.00.

5. Log into Internet Banking on 53.com and click on the Real Life Rewards link to manage and redeem points. Subject to Internet Banking and Bill Pay User Agreement. Redemption for a mortgage loan reward does not replace your monthly payment. Restrictions apply. Subject to Real Life Rewards Terms and Conditions.
6. The Identity Theft Insurance benefits are provided to all members, along with all other benefits afforded as part of the program, through Financial Services Association ("FSA" or the "Association"). Upon enrollment in the program, you will automatically be admitted as a member of the Association.

The Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (collectively, the "Company") under group policy # 7077733 for non-New York State Insureds and # 1423212 for New York State Insureds. The Benefit Summary under the master policy issued by the Company with respect to such insurance will be available to you upon enrollment in the program. The summary of policy benefits, terms, conditions, exclusions, and limits of coverage set forth in the Benefit Summary are subject to the terms of the master policy. Availability of coverage is subject to underwriting qualifications and state laws and regulations. Coverage is subject to actual policy language.

7. Electronic payments made by 7 p.m., ET will be delivered the next business day.
8. Mobile deposits made by 8 p.m., ET will post the same business day. Mobile Internet data and text message charges may apply. Please contact your mobile service provider for details.

Real Life Rewards is a registered service mark of Fifth Third Bancorp.

Loans are subject to credit review and approval. Fifth Third Mortgage Company, 5001 Kingsley Drive, Cincinnati, OH 45227, 877-841-7511, an Illinois Residential Mortgage Licensee, License No. MB 0005994, Illinois Commissioner of Banks and Real Estate, 122 S. Michigan Ave., 19th Floor, Chicago, IL 60603, 312-793-3000. Fifth Third Mortgage Company d/b/a Fifth Third Mortgage Company Incorporated and licensed by the New Hampshire banking department, licensed by the N.J. Department of Banking and Insurances and the California Department of Business Oversight under the California Residential Mortgage Lending Act. Fifth Third Mortgage is the trade name used by the Fifth Third Mortgage Company (NMLS #134100) and Fifth Third Mortgage-MI, LLC (NMLS #447141).

Fifth Third Bank, Member FDIC. Equal Housing Lender.