



Digital Escrow User Guide

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► Overview

- We are upgrading our escrow account services with a specialized self-service portal that can simplify complex escrow and sub-accounting like you've never seen, all on one digital platform!

Benefits to you and your business

- **Fast:** Allows clients to monitor and manage their escrow and subaccounts online, 24/7.
- **Efficient:** No more faxing signed forms, no more phone calls to check balances or make changes.
- **Compliant:** Keep your regulatory paperwork, such as W9s, all in one spot.
- **Flexible:** Our escrow and subaccountant platform excels at unusual and complex workflows.

Features of Digital Escrow Service

- 100% online, anytime access for designated team members.
- Moments to open, fund, manage or close escrow accounts.
- Create 1-1000+ digital folders to match your internal filing system.
- Just 2 button clicks to access detailed reports and historical statements.
- Quickly gathers and stores W-9s online with DocuSign integration.
- Precise, customizable interest calculation and splitting.
- Flexible system for specialized use cases.
- API-first platform can even connect to your in-house software.

► Opening Sub-Accounts

How do I open a new subaccount?

After you log into your business banking platform, and have a MasterTrust account established, you can create a new subaccount by navigating to the left-hand tool bar and clicking the green “New” button, and then “New Subaccount”.

First, you will enter a unique Account Name/ID to easily identify the account from the dashboard. This is typically used as the “nickname” of the subaccount. You will also designate the type and residence status of the beneficiary (if applicable), assign the subaccount to a folder. All Account Names/IDs must be unique. It is recommended that a typical naming convention, such as “Tenant Name/Apt #” is used to easily identify the account when searching for it.

For subaccounts that have a beneficiary assigned, you will then be prompted to select one of two options for providing the required information needed for tax-ownership and reporting purposes:

Option 1: Email W-9 to Beneficiary - This option is for scenarios where you do not have the physical documentation of the beneficiary already in your possession. If selected, this workflow prompts you to enter an email for the beneficiary, which in turn sends them an invitation via DocuSign to complete an electronic W-9. The email the client will receive will come from DocuSign.

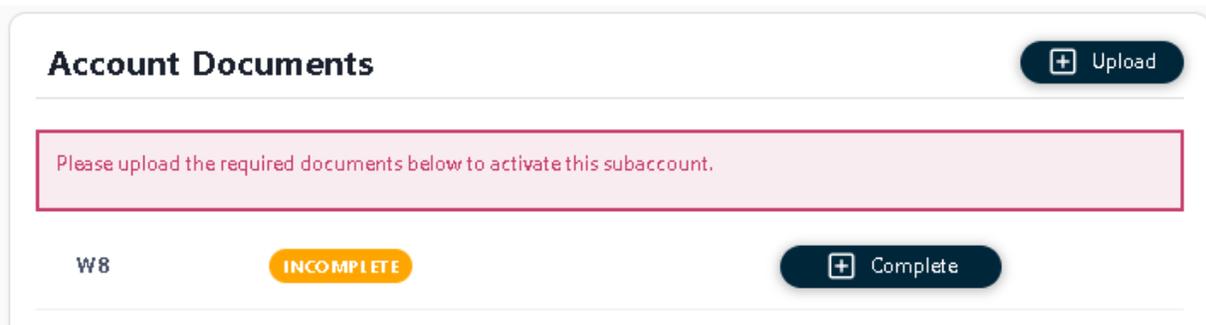
Option 2: Manual Upload - If you have already collected a signed W-9 or W-8BEN for the beneficiary, a digital copy of the form can be uploaded manually. If this option is selected, you will be required to manually enter the information on behalf of the beneficiary and digitally upload a signed copy of the corresponding tax form.

Important Note: If any of the previous steps are not completed, the subaccount will be listed in a “pending” status. Once all required documentation has been completed, the account status will automatically update from “pending” to “open”. Only accounts that are in an open status are eligible to receive incoming deposits.

How do I upload documents for a subaccount?

Select the subaccount from the Organization dashboard and navigate to the “Account Documents” section. This section will tell you which documents are incomplete.

If the W-9 is incomplete, you have the option to upload a W-9 or email the W-9 to the beneficiary by clicking “Complete”. Any other supporting documentation you would like to store digitally can be uploaded by clicking upload. Documentation cannot be deleted once uploaded.



Account Documents Upload

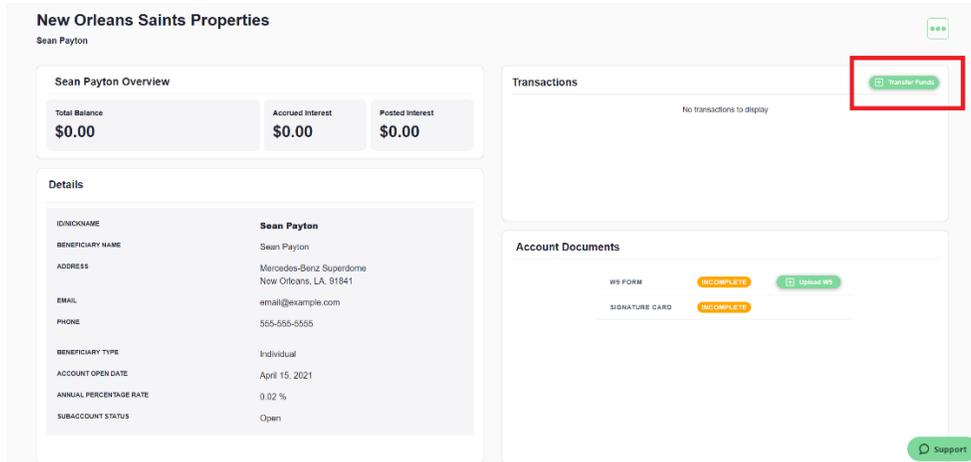
Please upload the required documents below to activate this subaccount.

W8 INCOMPLETE Complete

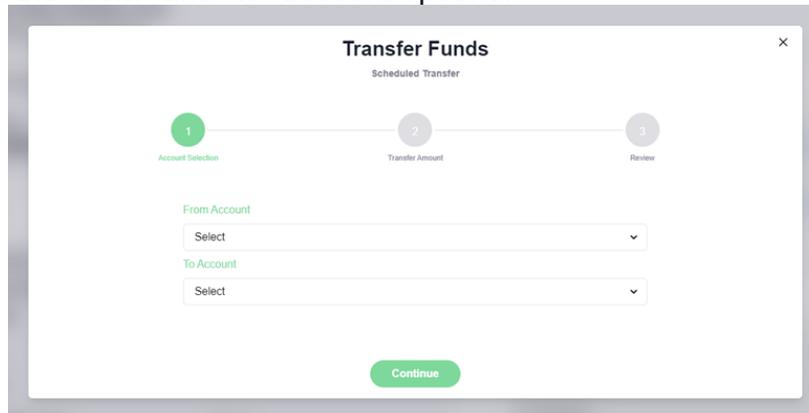
► **Funding Sub-Accounts**

How do I transfer money in and out of a subaccount?

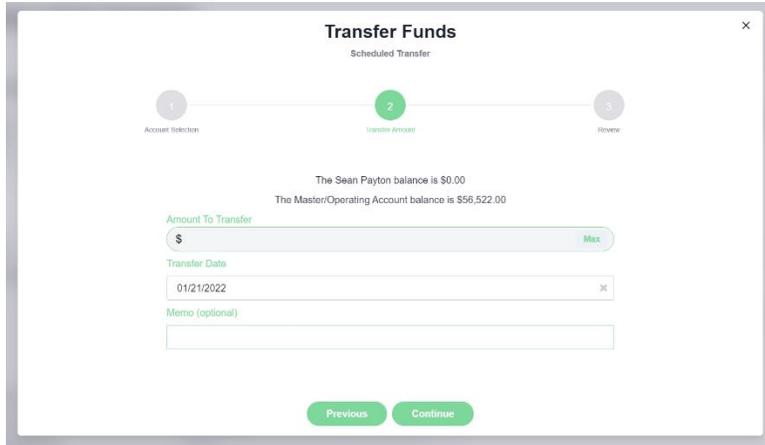
Select the appropriate subaccount from the Organization dashboard. Click the transfer button in the upper right of the “Transactions” section.



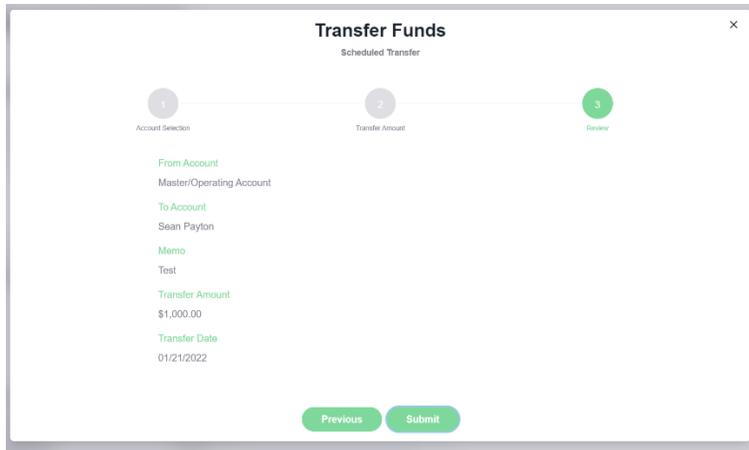
Step 1: A new screen will then appear which gives options to select the transaction type based on the “from” and “to” account options.



Step 2: Enter the amount to be transferred and select an effective date (up to two weeks in the future). You may also insert an optional memo for recordkeeping purposes.



Step 3: The last step of the process is to review the transaction details for accuracy and click “Submit” to initiate the transaction.



You should then see a “scheduled” transaction in the transaction list for this transfer. Once the transfer is reconciled, the status will update to “reconcile” the following business day.

Transactions					+ Transfer Funds
MEMO	DATE	AMOUNT	TYPE	STATUS	
	01/12/2022	\$1,000.00	DEPOSIT	SCHEDULED	

If the transaction is not scheduled but done same business day the transaction will show as pending. Then, the following business day the transaction will Reconcile and then show a Reconciled status.

Transactions

 Transfer Funds

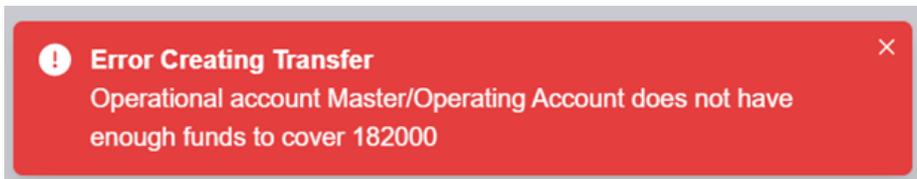
MEMO	DATE	AMOUNT	TYPE	STATUS
	01/18/2024	-\$80.04	WITHDRAWAL	PENDING

What if a transaction is assigned to the wrong subaccount?

If a transaction is assigned in error, the funds would have to be moved using another transfer to take the funds out of the subaccount they were deposited into, deposit the funds to the master, then moved into the appropriate sub.

What happens if there are insufficient funds to open a new subaccount?

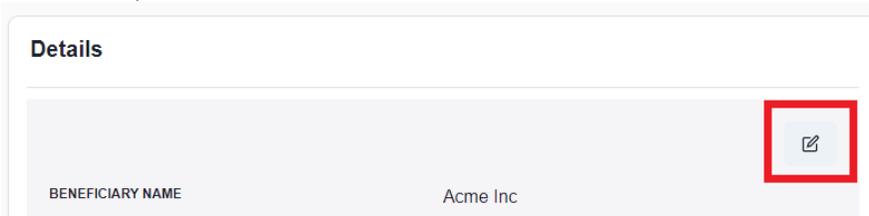
If a transaction is initiated against a bank account that does not have a balance sufficient to cover the amount of the deposit, the Digital Escrow Service platform will return an error to let you know that the funding cannot be completed at this time. An example error is below.



► Servicing Sub-Accounts

How do I edit the subaccount ID/nickname?

To edit the subaccount ID/nickname, first click on the subaccount you wish to edit. In the Details section, click the Edit tool.



Enter in the new Account Name/ID and click Submit.

Edit Details

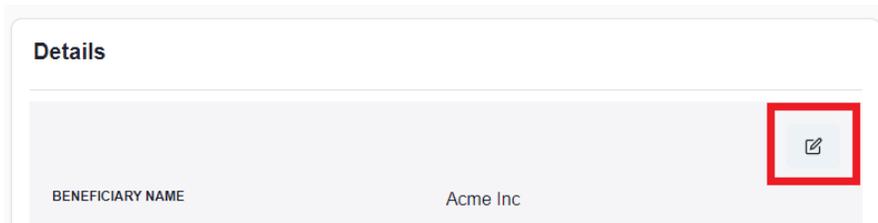
Account Name/ID

business 1

Now the subaccount will be updated with the new name/ID.

How do I edit the beneficiary information on a subaccount?

You can edit the beneficiary phone number, email, address, and property address by clicking the edit tool in the Details section of the subaccount dashboard.



Details

BENEFICIARY NAME Acme Inc



On the next screen, you can edit the Account Name/ID, the beneficiary email address, phone number, address and property address (if the property address differs from the beneficiary address).

Important Note: If the beneficiary's name or TIN for a subaccount is incorrect, please contact your local Columbia Bank branch to have it corrected. You will need to provide an updated W-9 for a name or TIN change.

Edit Details

Account Name/ID
business 1

Email Address
me@gmail.com

Phone Number
(123) 456-7890

Edit Address

Address Line 1
123 Oak Street

Address Line 2
A5

City
Boulder

State
Colorado

Zip Code
12345

Edit/Add Property Address

Finish Later Submit

What is a pending subaccount?

Pending subaccounts are subaccounts which are missing the required W-9 or W-8BEN for the beneficiary. You can view pending subaccounts in the Pending Subaccounts section on your organization dashboard.

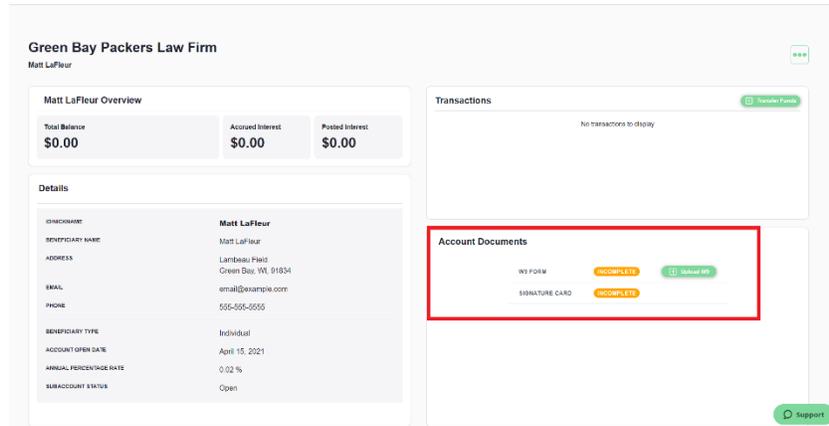
Pending Subaccounts

Please upload required documents to complete set up for the following subaccounts.

 Test Account 1

You can also see if a subaccount is pending by looking in the details of the subaccount. In the Account Documents section, if it says “Incomplete” next to a document, then the subaccount is in a pending status. From here, you can view which documents are still needed and take action to complete them.

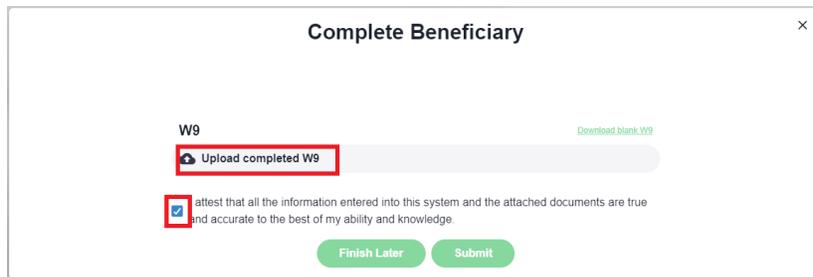
Important Note: If a subaccount is pending, it cannot receive incoming deposits.



I am getting an error when I try to upload a W-9 or W8-BEN. What do I do?

When uploading a W-9 or W8-BEN, ensure that you:

1. Click "Upload completed W9" and attach the W9 file from your computer
2. Check the box next to the statement "I attest that all the information entered..."
3. Click "Submit"



How can I view details about specific subaccounts?

You can view the details of individual subaccounts by clicking on each one in the Organization dashboard. This view allows you to review beneficiary details, account balances, transaction history, and account documentation.

Tennessee Titans Management
1436 South 1st St Bldg 2 > Aaron Coleman Unit 3

Aaron Coleman Unit 3 Overview

Total Balance	Accrued Interest	Posted Interest
\$1,000.00	\$0.00	\$0.00

Details

IDENTIFIER NAME	Aaron Coleman Unit 3
BENEFICIARY NAME	Aaron Coleman
ADDRESS	31 Powers Rd Sudbury, MA, 01776
EMAIL	nbaumeister@sboglobal.net
PHONE	9564518184
BENEFICIARY TYPE	Individual
ACCOUNT OPEN DATE	May 26, 2021
ANNUAL PERCENTAGE RATE	0.02 %
SUBACCOUNT STATUS	Open

Transactions

MEMO	DATE	AMOUNT	TYPE	STATUS
Initial Funding,21943101	07/27/2021	\$1,000.00	DEPOSIT	PENDING

Account Documents

W9 FORM	COMPLETED	W9
SIGNATURE CARD	COMPLETED	Signature Card

▶ Reports and Statements

There are two different subaccount reports you can generate on the Digital Escrow Service platform: a Subaccounts Balance Report and a Subaccount Activity Report. To access these reports, start by clicking the "Reports" tab on the left-hand side of the screen.

Subaccount Balance Report

This is a simple report that shows the beginning and ending balances of all subaccounts for the time period specified, as well the credits and debits totals. Start by selecting Subaccounts Balance Report from the report drop-down. Then select your organization from the Organization drop-down. Next you can select the desired date range. Then click Run.

Subaccounts Balance Report

Philadelphia Eagles Management

Date Range: 02/01/2022 to 02/28/2022 Run

[Export CSV](#)

FOLDER PATH	NAME	BEGINNING BALANCE	CREDITS AMOUNT	DEBITS AMOUNT	END BALANCE	POSTED INTEREST	YTD POSTED INTEREST
	Unassigned	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Philadelphia Eagles Management Posted Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Nick Sirianni	\$3,000.00	\$0.00	\$0.00	\$3,000.00	\$0.00	\$0.00
Defense	Big Bear	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Defense	Fletcher Cox	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

A summary of the subaccounts and their beginning and ending balances will be generated. You can download this report in CSV format by clicking Export CSV.

Subaccount Activity Report

This report is an Excel summary report that includes a subaccount summary of activity including open and close date, accrued interest, and average balance. First select "Subaccount Activity Report" from the report drop-down. Next, select your organization from the organization drop down menu. Then select the date range and click "Run".

Subaccount Activity Report Date Range: 07/01/2022 to 07/07/2022 Run

Bishop, Blaine & Braxton LLC Export CSV

FOLDER PATH	SUBACCOUNT NAME	ADDRESS	OPENED DATE	CLOSED DATE	AVERAGE BALANCE	ACCRUED INTEREST	APY
Totals					\$882,500.00	\$3.38	
	Unassigned		2021-04-12		\$0.00	\$0.00	0
CTA	Nathan Baumeister's Settlement	99 South Bedford St	2021-04-16		\$29,000.00	\$0.11	0.02
1031	Nathan's 1031 Exchange	99 South Bedford St	2021-04-16		\$850,000.00	\$3.26	0.02
CTA	Toby Settlement	123 Oak	2021-04-22		\$0.00	\$0.00	0.02
IOLTA	Curtis Whiting's Closing		2021-04-23		\$3,500.00	\$0.01	0.02
IOLTA	Corrie's closing		2021-04-27		\$0.00	\$0.00	0.02

A summary of the organization's subaccount balances, and activity will be generated. The summary is accurate through the date listed at the top. Click Export CSV to download an Excel document containing this summary report.

When will my monthly statements available?

Monthly account statements and reports are generated on by the 3rd business day of each month for the preceding month. Statements will include all activity in the Master/Operating Account as well as one statement for each sub account active in the prior month. Statements are provided digitally at no charge.

► Additional Important information

Is there a cost associated with this?

No, this service is offered free of charge.

How often will activity be reconciled to the bank account on the core banking platform?

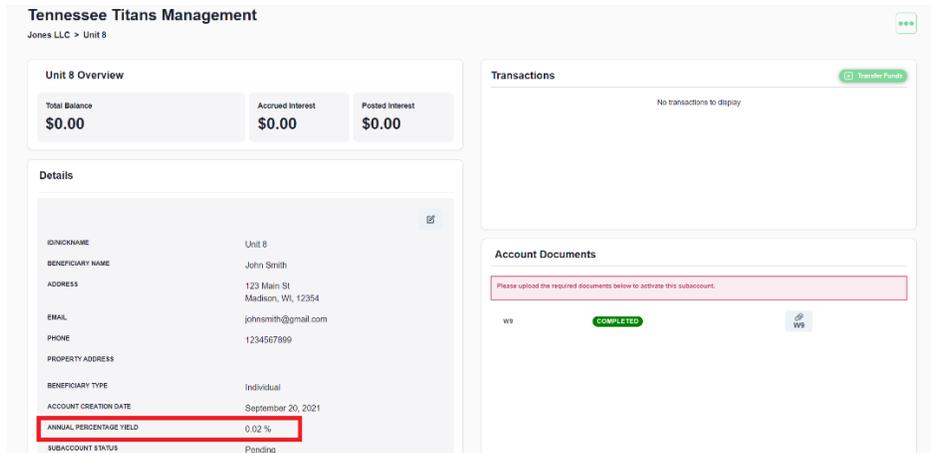
All activities initiated on the Digital Escrow Service platform that require money movement will happen real time. If a transfer is initiated on the platform, the transfer will show in the Mastertrust Checking account immediately.

Interest: How is it calculated and where can I view it?

Interest is calculated using a daily accrual method and posted monthly based on the interest rate set by Columbia Bank. Interest is posted on the 1st business day of the

month for the preceding month. Any interest accrued prior to month end is paid out at account closing.

The Annual Percentage Yield (APY) can be located within the “Details” section of each subaccount.



Tennessee Titans Management
Jones LLC > Unit 8

Unit 8 Overview

Total Balance	Accrued Interest	Posted Interest
\$0.00	\$0.00	\$0.00

Transactions

No transactions to display

Details

IGNICKNAME	Unit 8
BENEFICIARY NAME	John Smith
ADDRESS	123 Main St Madison, WI, 12354
EMAIL	johnsmith@gmail.com
PHONE	1234567899
PROPERTY ADDRESS	
BENEFICIARY TYPE	Individual
ACCOUNT CREATION DATE	September 20, 2021
ANNUAL PERCENTAGE YIELD	0.02 %
SUBACCOUNT STATUS	Pending

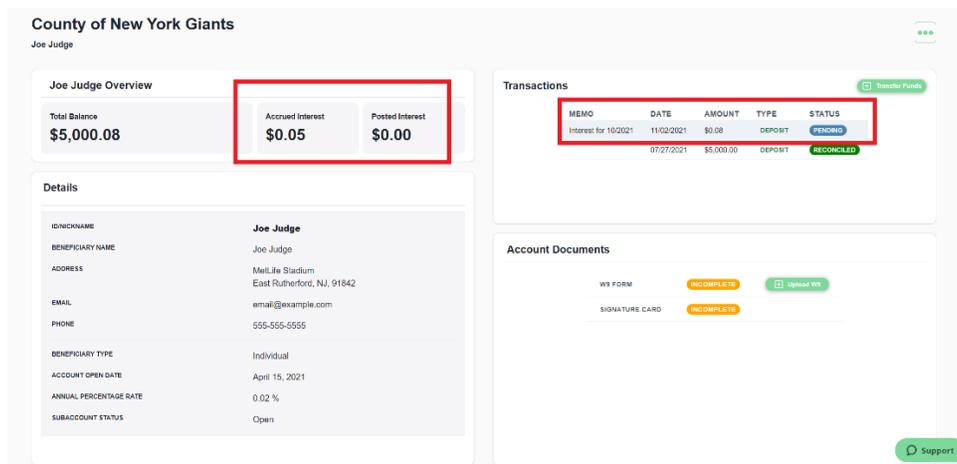
Account Documents

Please upload the required documents below to activate this subaccount.

W9 **COMPLETED**

You can view interest transactions in the Transactions section of the subaccount page. The memo for the transaction will include “Interest” in the title. You can also see the current Accrued Interest and Posted Interest in the Overview section of the subaccount page. Interest will also be visible on your monthly account statements.

Important Note: For IOLTA accounts, interest will be handled in a different manner according to the requirements set by your state.



County of New York Giants
Joe Judge

Joe Judge Overview

Total Balance	Accrued Interest	Posted Interest
\$5,000.08	\$0.05	\$0.00

Transactions

MEMO	DATE	AMOUNT	TYPE	STATUS
Interest for 10/2021	11/02/2021	\$0.08	DEPOSIT	PAID
	07/27/2021	\$5,000.00	DEPOSIT	RECONCILED

Details

IGNICKNAME	Joe Judge
BENEFICIARY NAME	Joe Judge
ADDRESS	MetLife Stadium East Rutherford, NJ, 91842
EMAIL	email@example.com
PHONE	555-555-5555
BENEFICIARY TYPE	Individual
ACCOUNT OPEN DATE	April 15, 2021
ANNUAL PERCENTAGE RATE	0.02 %
SUBACCOUNT STATUS	Open

Account Documents

W9 FORM **INCOMPLETE** Upload W9

SIGNATURE CARD **INCOMPLETE**

Support