

FIRST AMERICAN FUND CONTROL (FAFC)
ESCROW FAQ DOCUMENT

Contact Information:

Physical Address	Mailing Address	Telephone	FAX	General Email
200 Commerce Irvine, CA 92602	P.O. Box 25619 Santa Ana, CA 92799	866-536-0179 714-250-1353 <i>(outside US)</i>	866-536-0177	fafc.he@firstam.com

EMPLOYEE NAME	FUNCTION	PHONE	E-MAIL
Araceli Palafox – Spanish Speaker	Escrow operations	Extension 1491	apalafox@firstam.com
Huyen Ha	Escrow operations	Extension 1485	hha@firstam.com
Catherine Hu	Escrow operations	Extension 1457	khu@firstam.com
Janice Yeh	Escrow Manager	Extension 1496	jcyeh@firstam.com

Please contact Araceli Palafox to open escrows and/or to complete agreements. Please contact operations staff at fafc.he@firstam.com on all other inquiries and payment requests.

Escalation process on issues/problems

Catherine Hu → Janice Yeh

Hours of operation

8AM to 4PM PST (10am-6pm MX Time)

Phone hours

8AM to 5PM PST (10am-7pm MX Time)

FAFC 2012 Holiday Schedule:

- Jan 16th- Martin Luther King, Jr. Day
- Feb 20th- President's Day
- May 28th- Memorial Day
- July 4th- Independence Day
- Sept 3rd- Labor Day
- Nov 22nd- Thanksgiving Day
- Nov 23rd- Day after Thanksgiving
- Dec 25th- Christmas Day

Service levels

Opening Escrow	Upon receipt of a properly completed agreement that is acceptable to FAFC and the escrow funds, FAFC will open up the escrow within 24 hours.
E-mail inquiries	E-mails are usually responded to right after receipt. All E-mails will be replied to within 24 hours after receipt.
Payment Request	Upon receipt of a payment request, all its required backups, and proper wiring instructions by 12:30pm PST, payments will be released the same day**. If after 12:30pm PST, payments will be released the following day. **All wires going outside of the U.S. will be sent within 24 hours instead of the same day.

Basic Escrow Fees:

- \$800 per escrow for amounts up to \$1M (covers up to 5 checks)
- \$1,000 per escrow for amounts above \$1M (covers up to 5 checks)
- \$150 per interest bearing account

Additional Service Fees:

- \$35 per each additional disbursement check (after 5 checks)
- \$15 for each disbursement made by wire transfer (in addition to the check fee)
- Special Delivery Fees (such as overnight delivery using FedEx or similar service)
 - \$20 for each delivery in US/\$50 for each delivery in Mexico/\$70 for each delivery in other countries

- Copies: \$1 per page
- If the Closing Date does not occur within one (1) year from the Opening of Escrow, an extension fee of \$50 per month will be required
- Any other additional services not included in the forgoing will be charged at \$50 per hour or as specifically quoted by Escrow Holder in writing in advance of such additional services.

Required Documentation:

- Escrow Agreement (signed by all Parties)
- A copy of the Sales Contract fully executed by the Parties
- Notice of Availability of Title Insurance executed by the Buyer
- Copy of valid, government-issued identification bearing the signatures of all Parties and, if applicable, any third party depositor
- Any applicable power of attorney or corporate resolution in forms satisfactory to Escrow Holder
- Documentation to evidence satisfaction of any Additional Disbursement Conditions, if any, specified in escrow agreement
- Any documentation deemed necessary by Escrow Holder
- Joint, written disbursement instructions fully executed by the Parties in a form acceptable to Escrow Holder (“Disbursement Instructions”)

Process Details

Client/Client Representative

- Contact FAFC prior to submitting any new transactions (phone or email)

FAFC Escrow Office

- Provide escrow agreement which will include pricing

Client/Client Representative

- Arrange for escrow agreement to be executed by all parties to the escrow transaction
- Return the executed agreement to FAFC for signature (via fax or email)

FAFC Escrow Office

- Execute the escrow agreement and return a copy of the fully signed agreement to client/client representative, along with wiring instructions

Client/Client Representative

- Forward funds, including the escrow fee via wire to designated escrow account as stated on wiring instructions
- Forward required documentation and disbursement instructions as required in accordance with the escrow agreement

FAFC Escrow Office

- Disburse funds upon request when provided with necessary documentation and disbursement instructions in accordance with escrow agreement.