

PROPERTY TAXES

HOW THEY'RE BILLED & PAID FROM YOUR ESCROW

If your loan has an escrow account, you don't have to remember to pay your taxes – we do it for you.

Check out these FAQs for important information.

I got a bill for **supplemental taxes**. Are those paid from escrow?

No. However, if you are unable to make the payment, and provided there are enough funds in your escrow account to cover it, an exception may be made. Contact us at 888-718-6518 to discuss.

How will I know when you **paid my taxes**?

We will pay your taxes by the date they are due. You can see the disbursement on your monthly billing statement and by viewing Payment History in the loan portal.

I got my regular **property tax bill**. Should I send it to you?

Not unless we specifically ask you to. Taxing authorities typically send bills directly to us and we pay the bill from your escrow account, so you don't have to do anything.

If you receive a tax notice that says "This is not a bill," "Copy", or "FYI," keep it for your records.

How do I get approved for a **tax exemption**? (homestead, senior citizen, veteran, disability, etc.)

You must apply for tax exemptions directly with your taxing authority. If you qualify, the taxing authority will send you documentation that includes whether the exemption is partial or full, the new estimated tax amount, and the effective date. From there:

- **You must send us the exemption docs** via either of the methods below. (Be sure to include or reference your loan number in the correspondence.)
- **We will adjust your tax amount** and send you an Escrow Analysis Statement that reflects your new monthly payment amount and the effective date.

Where to Send Tax-Related Correspondence:

****MAKE SURE TO INCLUDE YOUR LOAN NUMBER ON ANYTHING YOU SEND****

@ **Email:** ConsumerDocs@CMGHomeLoans.com

✉ **Mail:** CMG Home Loans | P.O. Box 2485 | Covina, CA 91722



888-718-6518



Secure.CMGHomeLoans.com

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