

GETTING STARTED: M&T ESCROW SERVICES

Components of the M&T Escrow Services Deposit Account

The M&T Escrow Services Deposit Account consist of two parts:

- **Master Account** — A single non-interest-bearing checking account into which all deposits and out of which all withdrawals are made and to which Sub-Accounts are linked
- **Sub-Accounts** — One or more interest-bearing savings accounts linked to the Master Account that allow you to track individual client's or tenant's funds separately

Important Note:

- The M&T Escrow Services Deposit Account is intended to be used **exclusively** for escrow purposes

How to Open a New Master Account

Please contact your local M&T branch or commercial office representative

Adding Escrow Online to Your Account

Please contact your local M&T branch or commercial office representative to add Escrow Online. If you have access to Escrow Online, it will be visible in Treasury Center under "Reporting".

Clients Without Escrow Online

Non-Escrow Online: How to Open New Sub-Accounts Under an Existing Master Account

Required Documentation

- Valid, original Taxpayer Identification Number and Certification form (IRS Form W-9 or applicable W-8), completed and signed by the owner of the funds to be held in the Sub-Account (i.e., the client or tenant)
 - Please visit the Internal Revenue Service (IRS) website to obtain a Taxpayer Identification Number and Certification form (IRS Form W-9 or applicable W-8) – www.irs.gov

M&T Escrow Services Allocation Form located at <https://www3.mtb.com/content/dam/mtb-web/mtb-migration/pdfs/allocation-form.pdf>

Required Steps

1. Obtain a valid, original Taxpayer Identification Number and Certification form (IRS Form W-9 or applicable W-8), completed and signed by the owner of the funds to be held in the Sub-Account (i.e., the client or tenant).
 - If a valid W-9 is not received, a request for a W-9 form will be sent to the address on the sub-account at the end of the month.
2. Make a deposit directly into your Master Account via an M&T branch, remote check deposit, ACH, or wire transfer.
3. Complete the applicable sections of the M&T Escrow Services Allocation Form to open a new Sub-Account and allocate the deposited funds to that Account.
4. Provide the completed M&T Escrow Services Allocation Form and W-9 form(s), as well as any supporting documentation (e.g., Power of Attorney papers) to the M&T Escrow Services Department. This can be done in any of the following ways:
 - Send a secure email to EscrowServicesForms@mtb.com.
 - Fax to the M&T Escrow Services Department at 1-888-964-8797
 - Mail the forms to the M&T Escrow Services Department, P.O. Box 4621, Buffalo, NY 14240.
 - i. Note: Applicable W-8 forms must be originals and may only be submitted via mail to the M&T Escrow Services Department at the address above

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- Please indicate your Master Account number on the W-9 or applicable W-8 form

Important Notes:

- In the event you are opening new Sub-Accounts under more than one Master Account, please complete a separate M&T Escrow Services Allocation Form for each Master Account
- Do not mail deposits or checks for deposit to the M&T Escrow Services Department. This will delay your transaction

Non-Escrow Online: How to Make Additional Deposits to an Existing Sub-Account

Required Documentation

- M&T Escrow Services Allocation Form, located at <https://www3.mtb.com/content/dam/mtb-web/mtb-migration/pdfs/allocation-form.pdf>

Required Steps

1. Make a deposit directly into your Master Account via an M&T branch, remote check deposit, ACH, or wire transfer.
2. Complete the applicable sections of the M&T Escrow Services Allocation Form to allocate the deposited funds to a particular Sub-Account.
3. Provide the completed M&T Escrow Services Allocation Form to the M&T Escrow Services Department. This can be done in any of the following ways:
 - a. Send a secure email to EscrowServicesForms@mtb.com.
 - b. Fax to the M&T Escrow Services Department at 1-888-964-8797
 - c. Mail the forms to the M&T Escrow Services Department, P.O. Box 4621, Buffalo, NY 14240.

Important Notes:

- In the event you are depositing funds into more than one Master Account, please complete a separate M&T Escrow Services Allocation Form for each Master Account
- Do not mail deposits or checks for deposit to the M&T Escrow Services Department. This will delay your transaction
- All funds deposited into your Master Account should be allocated by you immediately after the deposit has been posted to your Account by completing and submitting an M&T Escrow Services Allocation Form as discussed above
- Interest will not accrue until the deposited funds have been allocated from the Master Account to a Sub-Account

Non-Escrow Online: How to Make a Partial Withdrawal From an Existing Sub-Account

Required Documentation

- M&T Escrow Services Allocation Form located at <https://www3.mtb.com/content/dam/mtb-web/mtb-migration/pdfs/allocation-form.pdf>

Required Steps

1. Withdraw funds from your Master Account via an M&T branch, check, ACH, or wire transfer.
2. Complete the applicable sections of the M&T Escrow Services Allocation Form to allocate the withdrawn funds from a particular Sub-Account.
3. Provide the completed M&T Escrow Services Allocation Form to the M&T Escrow Services Department. This can be done in any of the following ways:
 - a. Send a secure email to EscrowServicesForms@mtb.com.
 - b. Fax to the M&T Escrow Services Department at 1-888-964-8797

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- c. Mail the forms to the M&T Escrow Services Department, P.O. Box 4621, Buffalo, NY 14240.

Important Notes:

- In the event you are withdrawing funds from more than one Master Account, please complete a separate M&T Escrow Services Allocation Form for each Master Account
- All funds withdrawn from your Master Account should be allocated by you immediately after the withdrawal has been posted against your Account by completing and submitting an M&T Escrow Services Allocation Form as discussed above
- Interest will accrue until the withdrawn funds have been allocated from the Sub-Account to the Master Account

Non-Escrow Online: How to Close an Existing Sub-Account

Required Documentation

- M&T Escrow Services Allocation Form located at <https://www3.mtb.com/content/dam/mtb-web/mtb-migration/pdfs/allocation-form.pdf>

Required Steps

1. Contact the M&T Commercial Service Team at 1-800-724-2240, Monday through Friday between the hours of 8am and 6pm ET, to obtain the exact closeout balance, including interest, of the Sub-Account you wish to close.
2. Complete the applicable sections of the M&T Escrow Services Allocation Form to close an existing Sub-Account.
3. Fax or email the M&T Escrow Services Allocation Form to the M&T Escrow Services Department.
 - Send a secure email to EscrowServicesForms@mtb.com.
 - Fax to the M&T Escrow Services Department at 1-888-964-8797
4. Withdraw the closeout balance from your Master Account via an M&T branch, check, ACH, or wire transfer.

Important Notes:

- In the event you are closing Sub-Accounts under more than one Master Account, please complete a separate M&T Escrow Services Allocation Form for each Master Account
- Interest will accrue on the funds in the Sub-Account to be closed until those funds have been allocated from the Sub-Account to the Master Account
- Such allocation will take place upon Sub-Account closure (via submission of the M&T Escrow Services Allocation Form as discussed above)

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Clients With Escrow Online

Escrow Online: How to Open New Sub-Accounts Under an Existing Master Account

Required Documentation

- Valid, original Taxpayer Identification Number and Certification form (IRS Form W-9 or applicable W-8), completed and signed by the owner of the funds to be held in the Sub-Account (i.e., the client or tenant)
 - Please visit the Internal Revenue Service (IRS) website to obtain a Taxpayer Identification Number and Certification form (IRS Form W-9 or applicable W-8) – www.irs.gov

Required Steps

1. Obtain a valid, original Taxpayer Identification Number and Certification form (IRS Form W-9 or applicable W-8), completed and signed by the owner of the funds to be held in the Sub-Account (i.e., the client or tenant).
 - a. If a valid W-9 is not received, a request for a W-9 form will be sent to the address on the sub-account at the end of the month.
2. Make a deposit directly into your Master Account via an M&T branch, remote check deposit, ACH, or wire transfer.
3. Open a new Sub-Account on Escrow Online and allocate the deposited funds to that Account.
 - a. Specific instructions are available in Escrow Online under Administration > Admin Guide
4. Provide W-9 or W-8 form(s) to the M&T Escrow Services Department. This can be done in any of the following ways:
 - a. Send a secure email to EscrowServicesForms@mtb.com.
 - b. Fax to the M&T Escrow Services Department at 1-888-964-8797
 - c. Mail the forms to the M&T Escrow Services Department, P.O. Box 4621, Buffalo, NY 14240.
 - i. Note: Applicable W-8 forms must be originals and may only be submitted via mail to the M&T Escrow Services Department at the address above
 - d. Please indicate your Master Account number on the W-9 or applicable W-8 form

Important Notes:

- Do not mail deposits or checks for deposit to the M&T Escrow Services Department. This will delay your transaction

Escrow Online: How to Make Additional Deposits to an Existing Sub-Account

Required Steps

1. Make a deposit directly into your Master Account via an M&T branch, remote check deposit, ACH, or wire transfer.
2. Allocate funds to the designated sub-account on Escrow Online
 - a. Specific instructions are available in Escrow Online under Administration > Admin Guide

Important Notes:

- Do not mail deposits or checks for deposit to the M&T Escrow Services Department. This will delay your transaction
- All funds deposited into your Master Account should be allocated by you immediately after the deposit has been posted to your Account
- Interest will not accrue until the deposited funds have been allocated from the Master Account to a Sub-Account

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Escrow Online: How to Make a Partial Withdrawal From an Existing Sub-Account

Required Steps

1. Withdraw funds from your Master Account via an M&T branch, check, ACH, or wire transfer.
2. Allocate the withdrawn funds from a particular Sub-Account.
 - a. Specific instructions are available in Escrow Online under Administration > Admin Guide

Important Notes:

- All funds withdrawn from your Master Account should be allocated by you immediately after the withdrawal has been posted against your Account
- Interest will accrue until the withdrawn funds have been allocated from the Sub-Account to the Master Account

Escrow Online: How to Close an Existing Sub-Account

Required Steps

1. Withdraw the closeout balance from your Master Account via an M&T branch, check, ACH, or wire transfer.
2. Close the sub-account on Escrow Online
 - Specific instructions are available in Escrow Online under Administration > Admin Guide
3. Once the check or disbursement has cleared the master account, you must clear the transaction.

Important Notes:

- A sub-account should be closed the same day you disburse funds out of the master account. If you fail to close the account, it will continue to accrue interest (if interest-bearing) and will result in an out-of-balance situation.

Escrow Online: Download Statement Summary

Statement Summaries can provide useful information about sub-accounts. With a Master Account selected in Escrow Online, hover over Master Accounts in the top gray toolbar, and click on Statements. Select a date range under Statement Summary and click "Download." Specific instructions are available in Escrow Online under Administration > Admin Guide

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Understanding Your Monthly Combined Statement

The M&T Escrow Services **Lease Security Deposit Account** monthly statement consists of three parts:

- **Account Activity** — shows all Master Account balance information
- **Combined Statement** — shows collective Sub-Account balance information by property
- **Summary Statement** — shows balance, interest, Federal tax withholding, and administrative fee (if applicable) information for each Sub-Account by property

The M&T Escrow Services **Master Escrow Deposit Account** monthly statement consists of three parts:

- **Account Activity** — shows all Master Account balance information
- **Combined Statement** — shows collective Sub-Account balance information
- **Statement Detail** — shows balance, interest, and Federal tax withholding information for each Sub-Account

Important Notes:

- Please notify M&T of all transactions to be allocated to or from your Sub-Accounts by completing and submitting an M&T Escrow Services Allocation form or allocating within Escrow Online. Failure to do so may result in an out-of-balance position between your Master Account and Sub-Accounts, in which the balance of your Master Account and the total balance of all Sub-Accounts under that Master Account are not equal
- When your Master Account and Sub-Accounts are in balance, you will notice that the current/ending balance of your Master Account equals the total current/ending balance of all Sub-Accounts under that Master Account
- Possible reasons why your Master Account and Sub-Account balances may not match include:
 - Deposits and/or withdrawals have not yet been posted to the Master Account
 - Deposits and/or withdrawals have been posted to the Master Account, but have not yet been allocated to and/or from a Sub-Account
 - An administrative fee (if applicable) has been posted to the Master Account, but has not yet been withdrawn

Questions

For all M&T Escrow Services Deposit Account questions, please contact:

- The M&T Commercial Service Team at 1-800-724-2240, Monday through Friday between the hours of 8am and 6pm ET, or
- Your M&T Relationship Manager, Branch Representative, or Treasury Management Consultant