

<b>Direct Deposit via Escrow Guide</b>	Version No.:	<b>Direct Deposit via Escrow Guide v1.0</b>
	Valid as of:	November 16, 2023
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## Direct Deposit via Escrow Benefits

Direct Deposit via Escrow, currently offered by Title Security Agency/Catalina Title exclusively for Keller Williams Southern Arizona and our agents combines two incredible elements, speedy file review by KWSA’s broker team and fast payment from our wonderful partners at Title Security Agency/Catalina Title.

This document serves as a guide to outline steps required to set the direct deposit up between the agent and their escrow officer. Direct Deposit via Escrow requires agents to take responsibility for their files, have their files in good order prior to the closing table and be in close communication with their escrow and title officers.

Below is a summary of key steps needed to enable this payment option from your escrow officer. Any questions about this process should be directed to **KWSA’s Commission Department at [frontdesknw@1kwsa.com](mailto:frontdesknw@1kwsa.com) or by calling 520-615-8400.**

## Key Steps for Direct Deposit via Escrow

Step	Responsible Person	Action Required
1	Title/Escrow	Opens File
2	Agent	Agent requests Direct Deposit via Escrow
3	Brokerage	If needed: Brokerage provides ACH Information form to Agent
4	Agent	Agent provides Distribution Agreement and ACH Information form to Escrow
5	Title/Escrow	Transaction Closes
6	Escrow	Closing Packet is scanned and emailed to: <a href="mailto:frontdesknw@1kwsa.com">frontdesknw@1kwsa.com</a>
7	Brokerage	Broker reviews file for approval
8	Brokerage	KWSA emails back to Escrow providing release when file is approved
9	Escrow	ACH disbursements are sent to all parties
10	Brokerage/Agent	ACH received

## Support Resources

Below is a summary of Frequently Asked Questions (FAQ) and a list of support resources. If there is any question not addressed here, please reach out to **KWSA's Commission Department at [frontdesknw@1kwsa.com](mailto:frontdesknw@1kwsa.com) or at 520-615-8400**. As this process is new, we are requesting all feedback at this time. Please send feedback to the Commission Department or directly to Chris Warren at [christopher.warren@kw.com](mailto:christopher.warren@kw.com).

### FAQ: Direct Deposit via Escrow

Issue	Action Required
Why did I receive a paper check?	Agent did not provide ACH Information Form to Escrow prior to closing. Check will be at the office. Contact Commission Department to confirm: <b>frontdesknw@1kwsa.com</b>
Why hasn't my file been approved?	Agent needs to provide required documentation to KWSA via Command to clear file approval. Direct Deposit will not be released from Escrow until file is approved. Check Command for missing information. KWSA processes files within 4 business hours, often much faster. If you have specific questions, reach out to the <b>KWSA Broker Hotline: 520-612-1122</b> or the <b>KWSA Front Desk: 520-615-8400</b>
What should I do if the amount disbursed is incorrect?	Escrow will only provide payment amounts according to the DA. It is the Agent's responsibility to ensure DA is correct. If you have received incorrect payment amounts, contact the <b>Commission Department: frontdesknw@1kwsa.com</b>
Agent forgot to add a split, referral, or another party to the DA?	Escrow will only provide payment amounts according to the DA. It is the Agent's responsibility to ensure DA is correct. If you have received incorrect payment amounts, contact the <b>Commission Department: frontdesknw@1kwsa.com</b> . Agent will need to pay KWSA the amount that needs to be paid back out to another agent or party.
Escrow officer has questions?	If your TSA escrow officer has questions, please direct them to <b>TSA's Area Manager Mary Ann Christensen: <a href="mailto:mchristensen@firstam.com">mchristensen@firstam.com</a> or KWSAs Commission Department: <a href="mailto:frontdesknw@1kwsa.com">frontdesknw@1kwsa.com</a></b>
Escrow officer says this service is unavailable?	This service is only available from <b>Title Security Agency/Catalina Title</b> . If your TSA escrow officer has questions, please direct them to <b>TSA's Area Manager Mary Ann Christensen: <a href="mailto:mchristensen@firstam.com">mchristensen@firstam.com</a> or KWSAs Commission Department: <a href="mailto:frontdesknw@1kwsa.com">frontdesknw@1kwsa.com</a></b>
Do you have a list of escrow officers?	Yes! Please email for an up to date list of escrow officers by location: <b>Heather Chumbler-Rich with TSA at <a href="mailto:hchumblerich@firstam.com">hchumblerich@firstam.com</a></b> . A full list of offices can be found at <a href="http://www.titlesecurity.com">www.titlesecurity.com</a>

#### Amendment History

Version	Date	Changes
1.0	11/16/2023	v1.0 for general release. CW.