



Lender Payoff Scam Alert

Cybercriminals are using mortgage payoff statements to defraud the industry. The documents look authentic and require a careful review of all information. The chart below includes a list of items to look out for. It does not include every scheme. Scammers are introducing new tactics daily. If you discover anything suspicious in your payoffs that is not listed here, please contact us.

Reasons to question/analyze the payoff's authenticity



The payoff was ordered based on information from a document that could have been compromised or may be inaccurate.



The bank/lender's contact information was not verified prior to ordering the final payoff.
Example: The payoff was directly ordered from Second National Bank; a fake lender the fraudster created.



The borrower's/seller's payoff information looks suspicious compared to the title commitment:

- Payoff amount is higher than the original loan amount;
- Lender is different and cannot be verified.



The payoff was ordered by another party, (seller, borrower, real estate agent etc.).



Sender's email/fax number was not verified.



The timestamp on the fax looks suspicious and may be from a time zone in another country.



The statement indicates funds can only be wired or it indicates funds can be wired and mailed; however, there is no mailing address provided.

Tips for ordering/verifying payoffs



Use copy of the seller's/borrower's last mortgage statement to order the payoff: providing specific details of lender's information and account number.

Tip: Provide customer with a paid stamped envelope to mail you an original.



If an original statement or trusted document isn't provided to order the payoff, verify the bank/lender contact information prior to ordering.

Tip: Use the correct information for that lender's payoff department saved in your software program.



Compare the borrower's/seller's payoff statement information with the title commitment.

Tips:

- If the lender is different, check PayoffAssist.com to confirm current lender information is accurate.
- Verify a line of credit has been closed.
- Verify the secured property is on the statement.



Confirm the payoff statement was sent from the lender it was ordered from.

Tip: Compare it with the original order that contains verified contact information.



Verify the sender's email/fax number is correct upon receipt of the statement.

Tips:

- Carefully inspect all information to ensure authenticity.
- Hover over email addresses and links.
- Recheck sender's fax number.



The timestamp on the fax is from a U.S. time zone.

Tip: If unsure of the time zone, verify it using a search engine.



Confirm the payoff statement includes complete instructions on where to wire and mail* funds.

Tip: Compare the information with the contact information saved in your software program.

* In some cases a mailing address is included and the scammers are hoping you don't use it.

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