

[Company Name]
[Department Name]
[Company Address]
[City, State, Zip Code]

[Date]

[Recipient Name]
[Recipient Address]
[City, State, Zip Code]

RE: Response to Escrow Surplus Inquiry - Loan Number: [Loan Number]

Dear [Recipient Name],

We are writing in response to your inquiry dated [Date of Inquiry] regarding the escrow surplus on your mortgage account.

Following a recent analysis of your escrow account, we have confirmed that a surplus exists in the amount of \$[Amount]. This surplus occurred because the actual disbursements for your property taxes and/or insurance premiums were lower than the projected amounts.

Regarding the distribution of these funds:

- **Refund Check:** A check for the full surplus amount was mailed to your address on file on [Date] (or will be mailed by [Date]).
- **Account Credit:** At your request, the surplus has been applied to your future monthly escrow payments to reduce your monthly mortgage obligation.

Please note that your new monthly payment amount of \$[New Payment Amount] will go into effect on [Effective Date]. You will receive a formal Escrow Analysis Statement detailing these changes shortly.

If you have any further questions or require additional information, please contact our Customer Service Department at [Phone Number] or via email at [Email Address].

Sincerely,

[Your Name/Signature]
[Your Job Title]