ZEscrow User Guide

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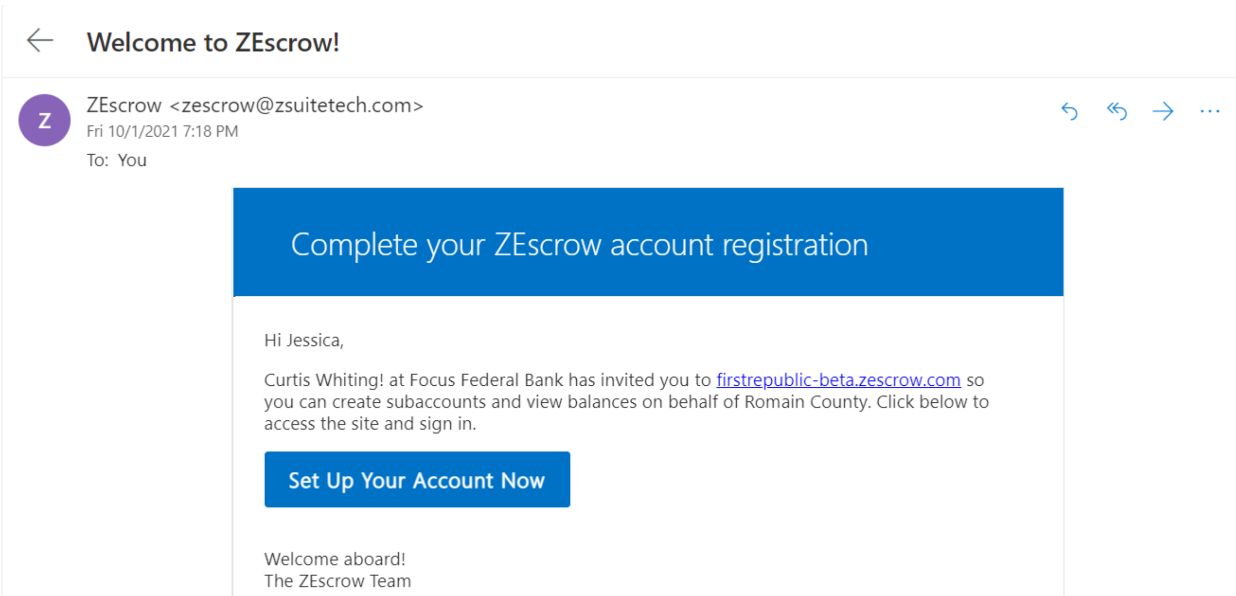
Organization Dashboard and Functionality

Organization User Enrollment Process

Organization users will need to be invited to access ZEscrow. Once invited, the user will receive an email with a prompt to set up their new ZEscrow account.


Welcome to ZEscrow!

ZEscrow <zescrow@zsuitetech.com>
Fri 10/1/2021 7:18 PM
To: You

Complete your ZEscrow account registration

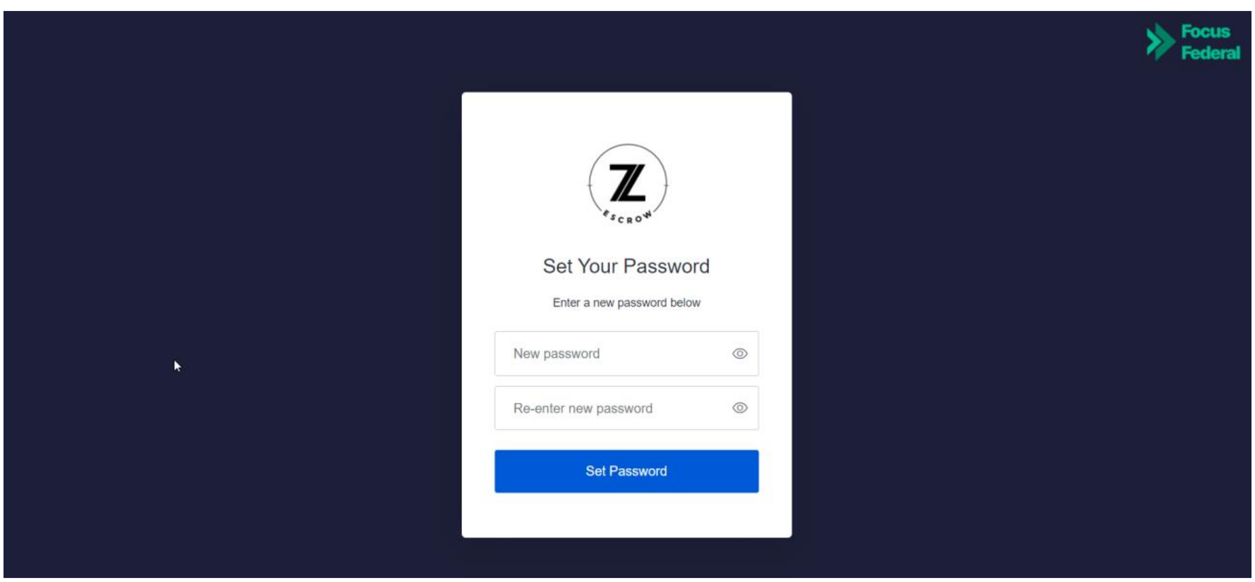
Hi Jessica,

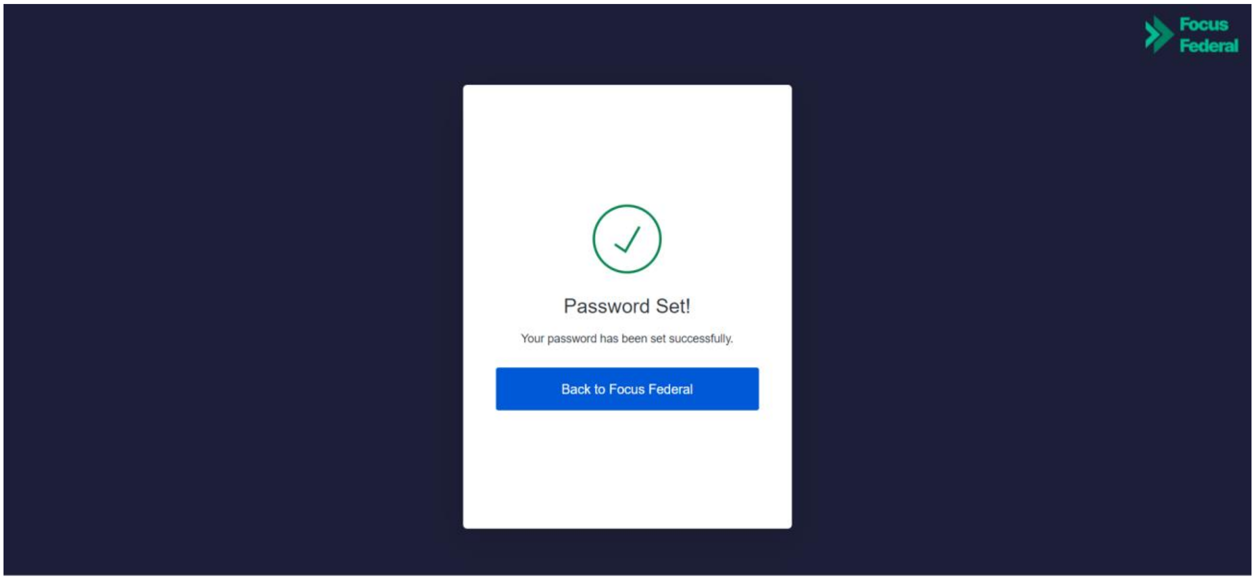
Curtis Whiting! at Focus Federal Bank has invited you to firstrepublic-beta.zescrow.com so you can create subaccounts and view balances on behalf of Romain County. Click below to access the site and sign in.

Set Up Your Account Now

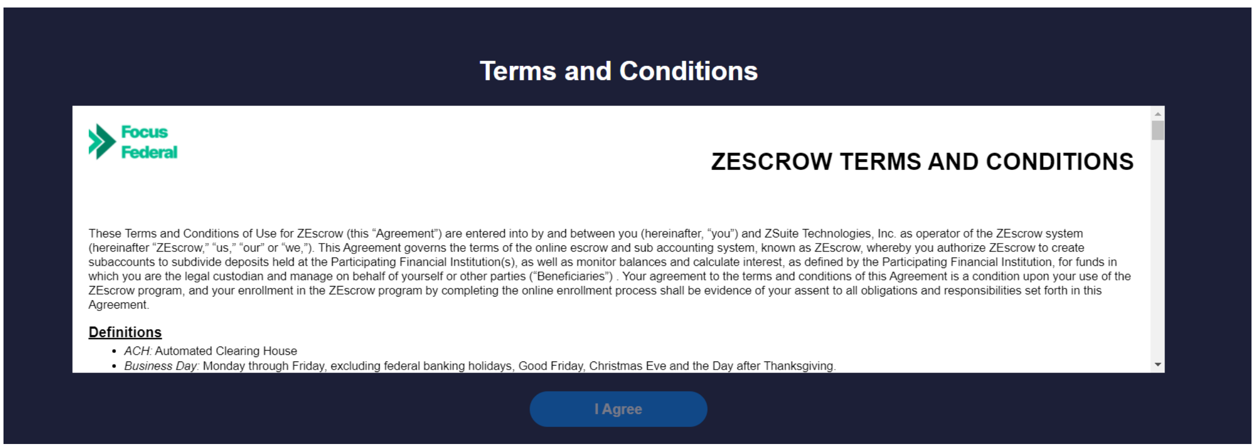
Welcome aboard!
The ZEscrow Team

By clicking the customized URL in the email, the Client will be directed to a new page where they will be required to establish a unique password:





The new user will then be required to agree to a set of terms and conditions ("T&Cs") before getting redirected to the Organization dashboard.



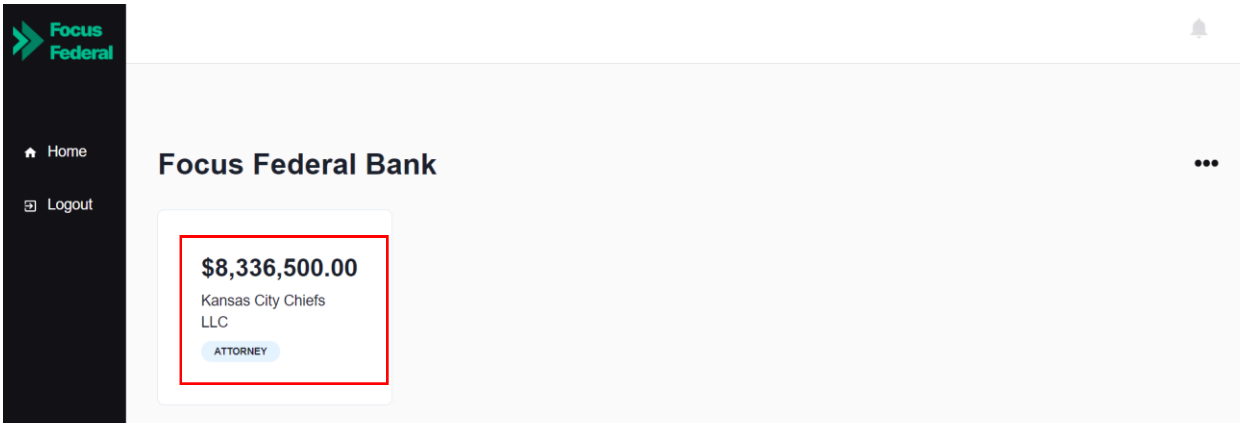
If a User has access to multiple Organizations, they will have to go through the complete set-up process for one Organization. One login will allow them to view all of the Organizations on one screen.

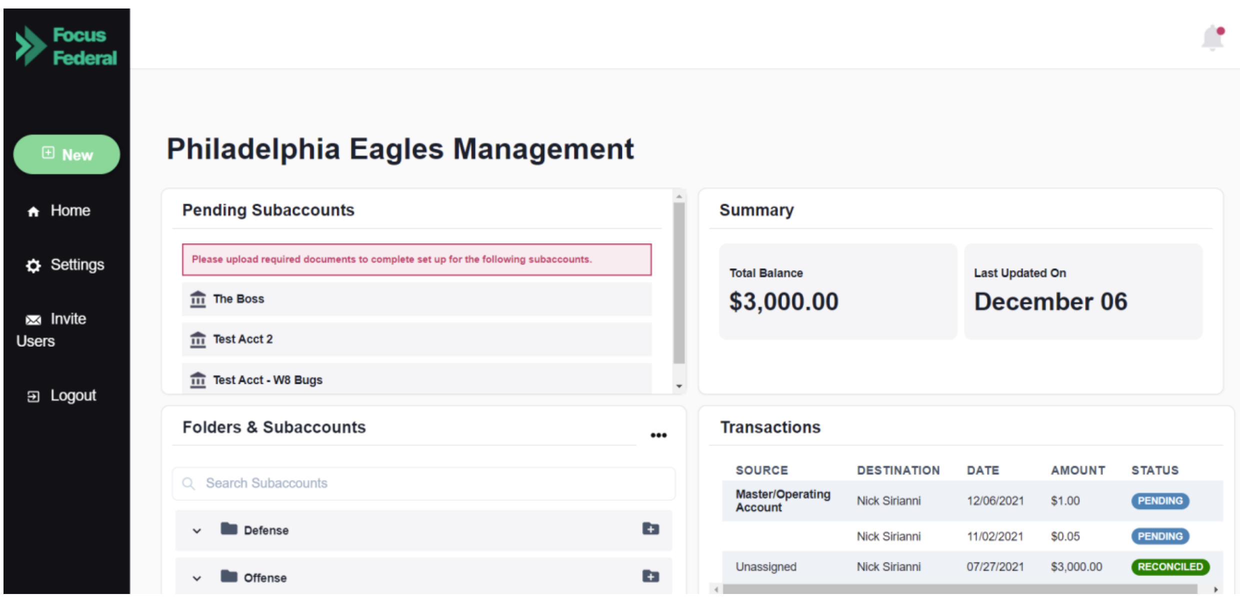
SSO User

If the user has an authorized connection already to the FI's online website, then they can login with the user credentials that they already have set up internally via SSO and can access ZEscrow from that site.

Organization Homepage

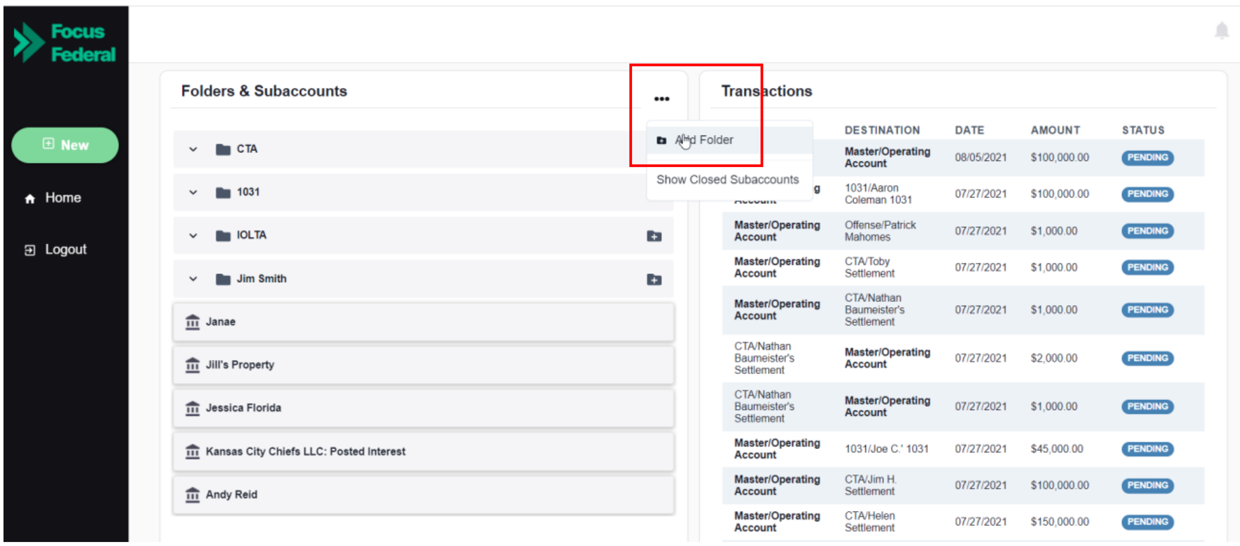
From here, active users will have the ability to search and view existing subaccounts, open new subaccounts, view transaction history and even allocate funds from unassigned transactions.



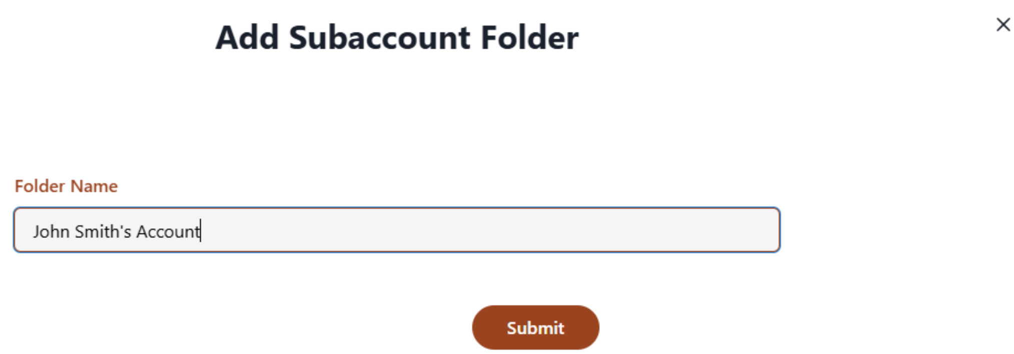


Creating New Folders

Authorized users can create new folders for convenient and streamlined subaccount categorization. This feature allows the user to consolidate and organize similar accounts in any way that suits the Organization's individual business needs. To create a new folder, the user will click on the three dots within the "Folders and Subaccounts" section and select "Add Folder".

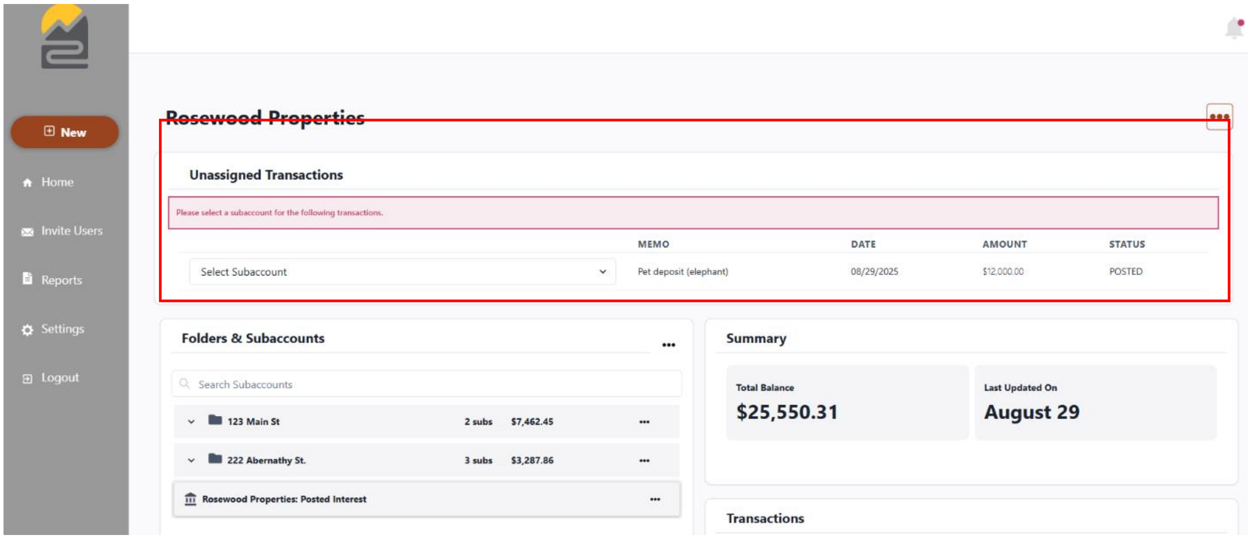


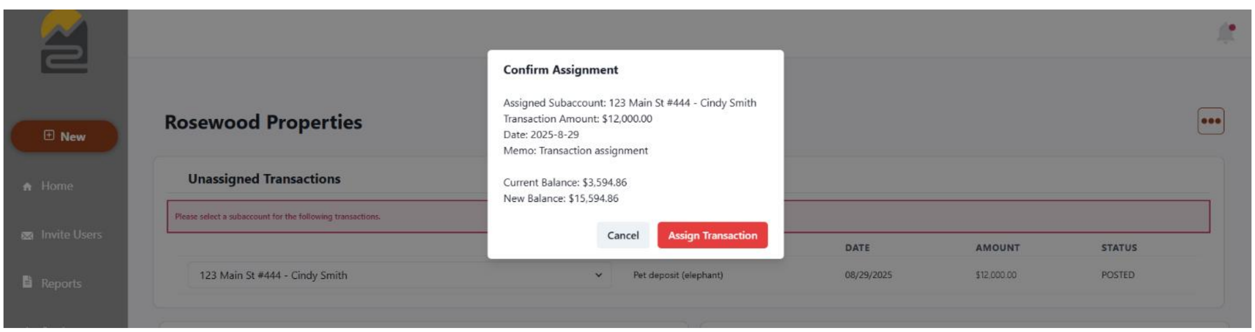
From here, the user will assign the new folder a unique name and click "Submit" to make it available for use.



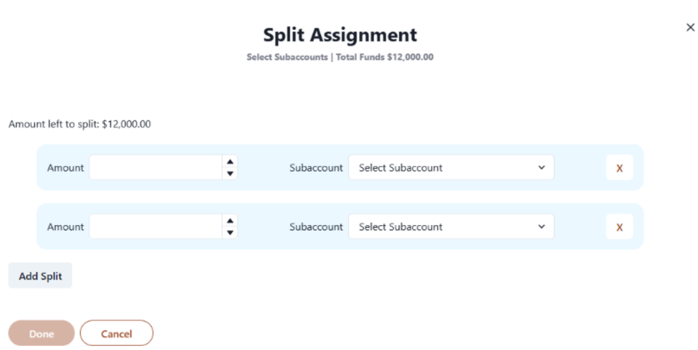
Reconciling Unassigned Transactions

Action Required: Within the “Unassigned Transaction” section, the platform will display the details for all transactions that have been processed through ZEscrow, but which have not been designated to a specific subaccount. To ensure proper reconciliation (including interest calculation and 1099-INT reporting), an authorized user should assign all such transactions to the correct subaccount no later than the last business day of each month.





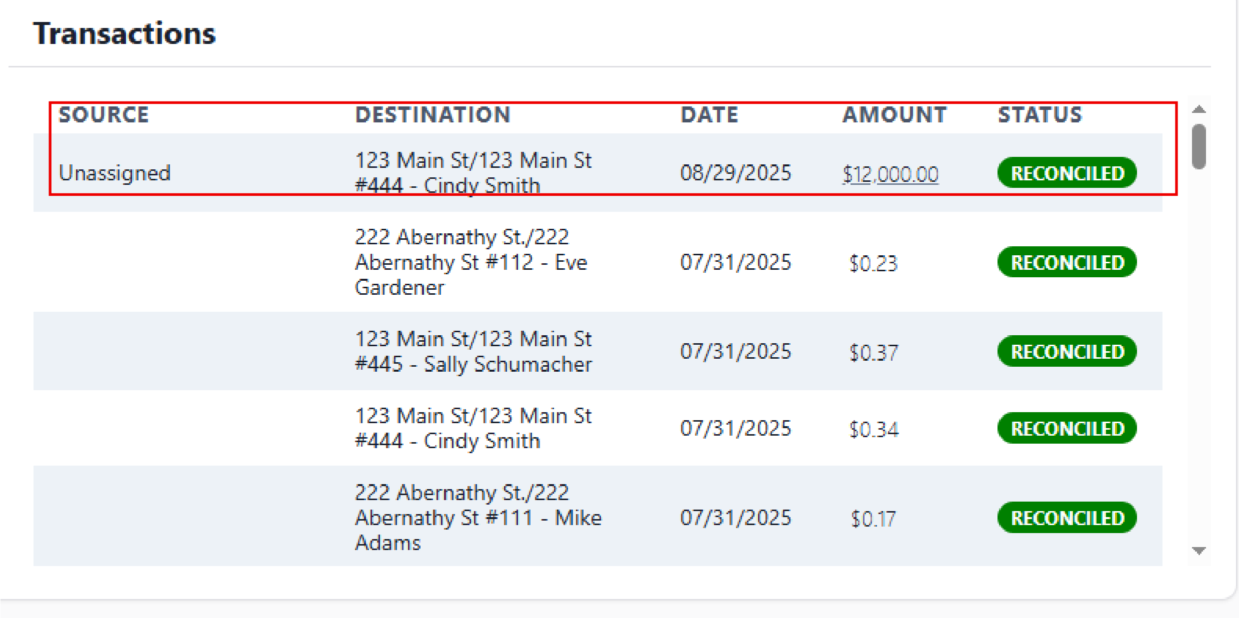
In instances where an unassigned transaction must be split between two or more subaccounts, the user will have the option to split within the drop-down area.



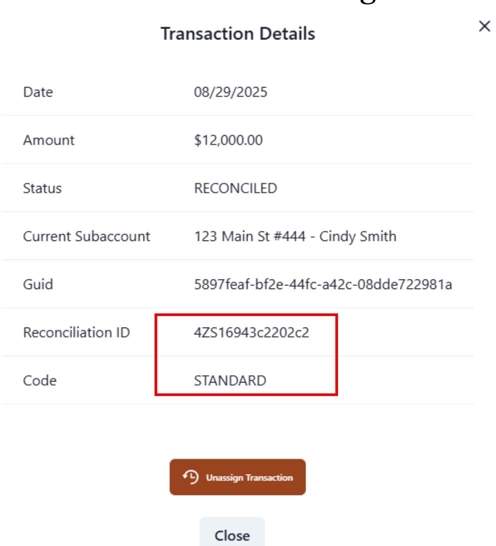
Move a transaction back to Unassigned in a Current Period

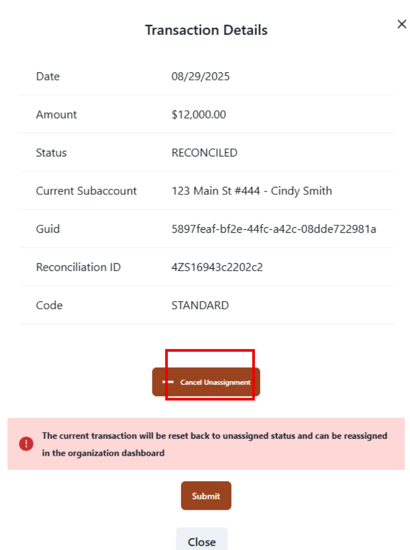
A transaction can be moved back to unassigned in case it was assigned to the incorrect sub from the “Unassigned” transaction list. This allows the user to correct any mistakes if the subaccount that the amount was moved to was incorrect.

This is available on the org dashboard as shown.



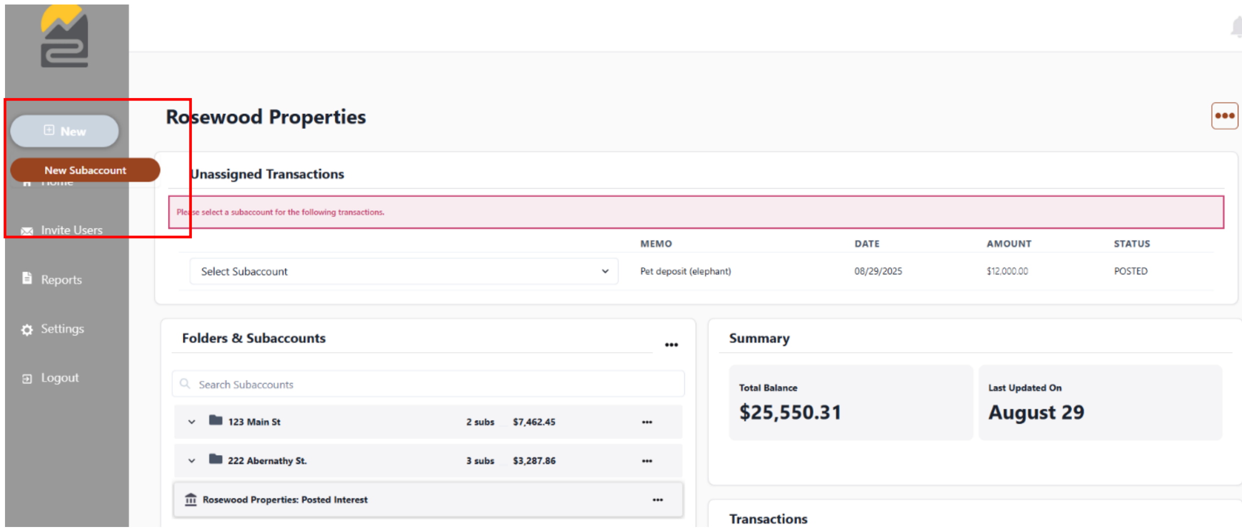
Click on the <u>amount</u> of the transaction you wish to reassign. It will open the transaction details pop up that will have a button to “Unassign” again. This will revert the transaction back to “Unassigned” status so it can be moved to the correct subaccount.





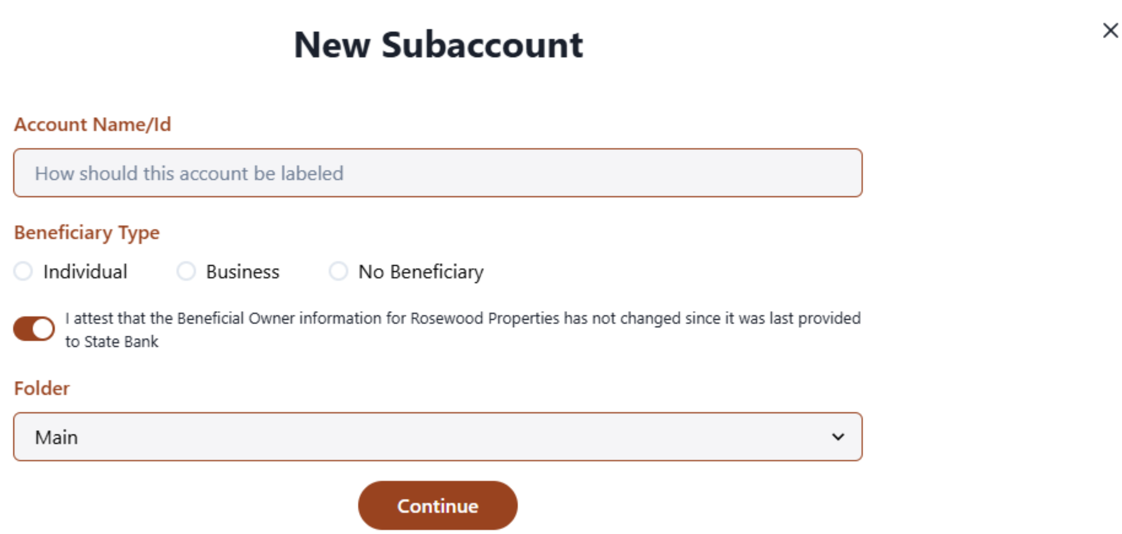
Opening a New Subaccount

From the Organization dashboard, the user will initiate the opening of a new subaccount by clicking on “New” and then “New Subaccount”.



Step 1:

From here, the user will enter a unique “Account Name/ID” in order to easily identify the account from the dashboard. This is typically used as the “nickname” of the subaccount. The user will also designate the type of beneficiary, country of citizenship, and assign the subaccount to a folder.



Step 2:

Tax-ownership and reporting: If a beneficiary has been assigned, the user will be prompted to select one of two options for providing the required W-9 information needed for tax-ownership and reporting purposes.

Option 1: Email W-9 to Beneficiary – This option is for scenarios where the user does not have the physical W-9 of the beneficiary. If selected, this workflow prompts the user to enter an email for the beneficiary, which in turn sends them an invitation to enter their own information directly through the platform.

Option 2: W-9 Manual Upload – This alternative option is for scenarios where the user has already collected a signed W-9 for the beneficiary. If selected, this workflow allows the user to manually enter the required information on behalf of the beneficiary and digitally upload a signed copy of the W-9. Below is a list of the information that the user will enter and attest to on behalf of the beneficiary:

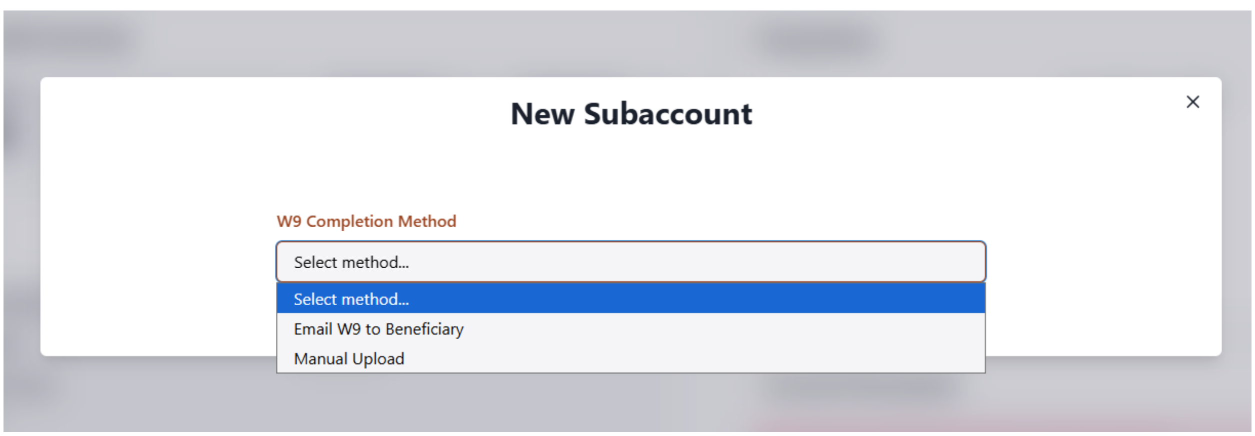
Beneficiary Name

Beneficiary Address

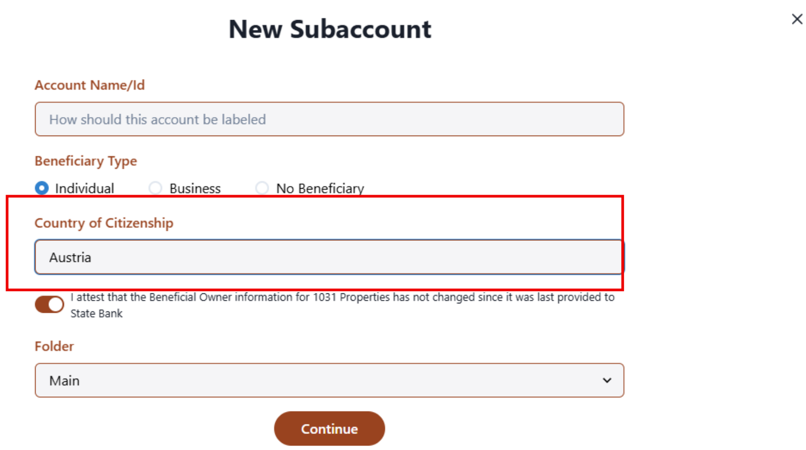
Beneficiary SSN

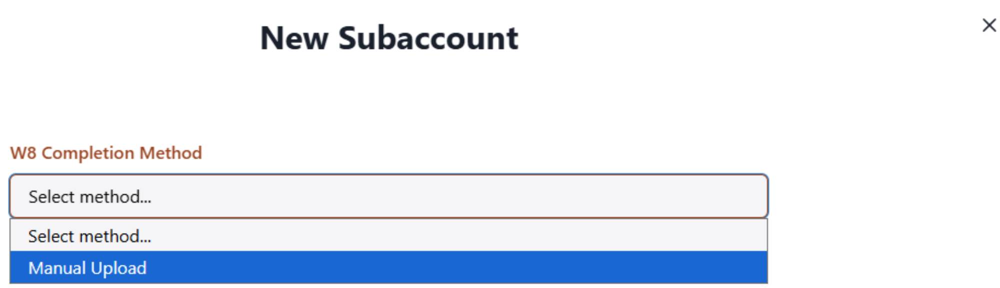
Beneficiary Phone (optional)

Beneficiary Email (optional)

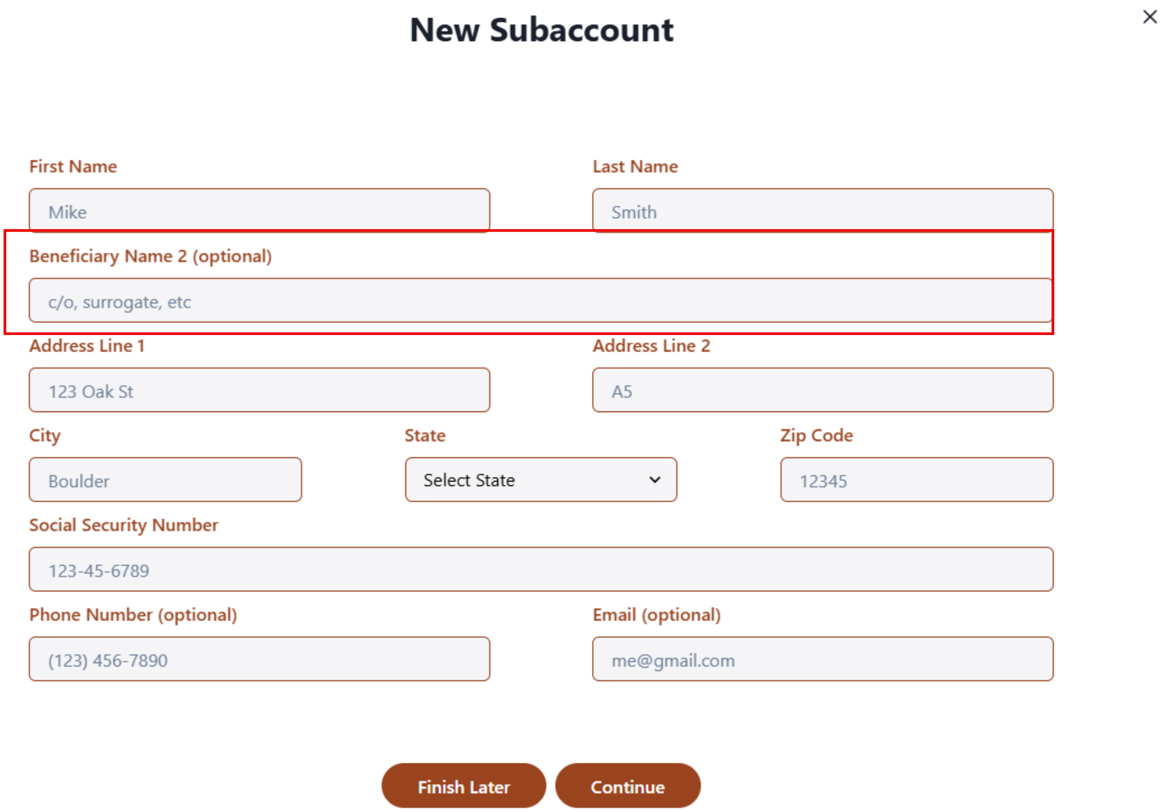


Option 3: W-8 Manual upload – If the Individual beneficiary is not a resident of the United State, a W-8 is required for tax ownership and reporting purposes instead of a W-9. At this point the user will have the opportunity to upload a W8.





Optional Second Name Line for Beneficiary – For an "Individual Beneficiary" subaccount when you select the W9 Completion Method as *Manual Upload* there is an option to add a second name line to represent surrogates.



Action Required:

If any of the aforementioned steps are not completed, the subaccount will be listed in a "pending" status. Once all required documentation has been completed, the account status will automatically update from "pending" to "open". Please note that only accounts that are in an open status are eligible to receive incoming deposits.

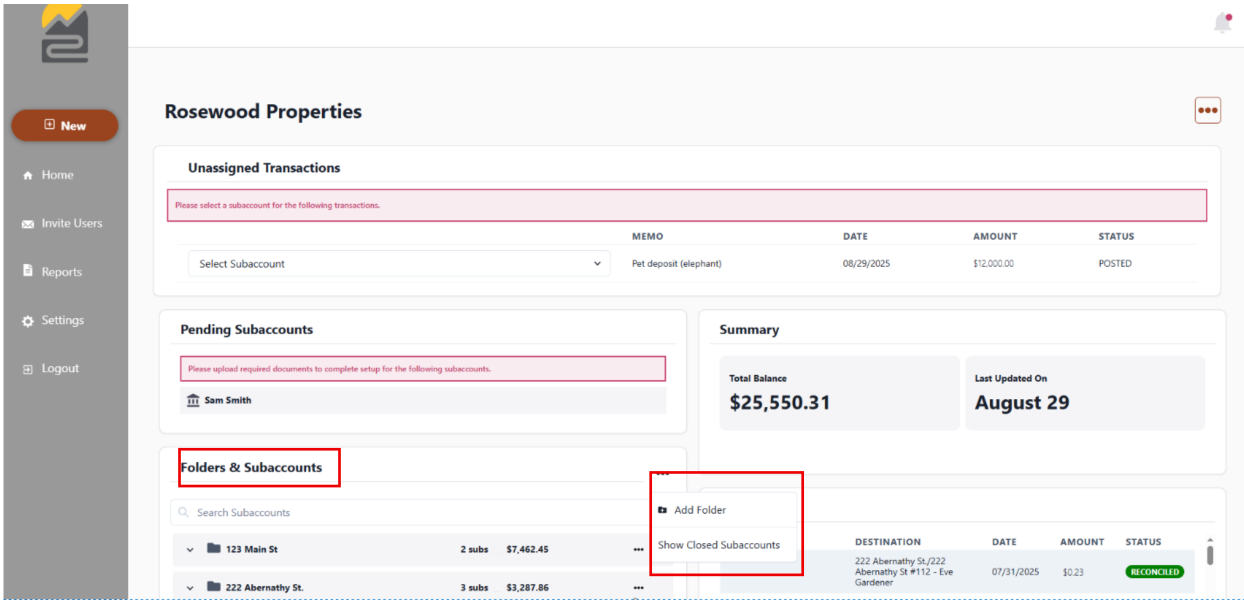
Viewing Subaccount Details

From the Organization dashboard, you can see accounts in a variety of statuses.

Open and Pending Subaccounts (Accessible through the "Folders & Subaccounts" section) – This section includes subaccounts that are both in an open and pending status. Open accounts are those that have all necessary documentation on file and are considered ready for transactions.

Closed Pending Disbursement – Some of the subaccounts that have been closed but the funds are yet to be disbursed will show up in this status on the subaccount dashboard. These will move to the closed status after funds get moved out.

Closed Subaccounts (Accessible by clicking on the three dots next to the “Folders & Subaccounts” section) – These are accounts that have gone through the closure process and no longer have funds assigned.



Selecting the subaccount that you would like to view will direct the user to a new dashboard with additional maintenance functionality that can be performed at the subaccount level.

Subaccount Dashboard and Functionality

Subaccount Dashboard

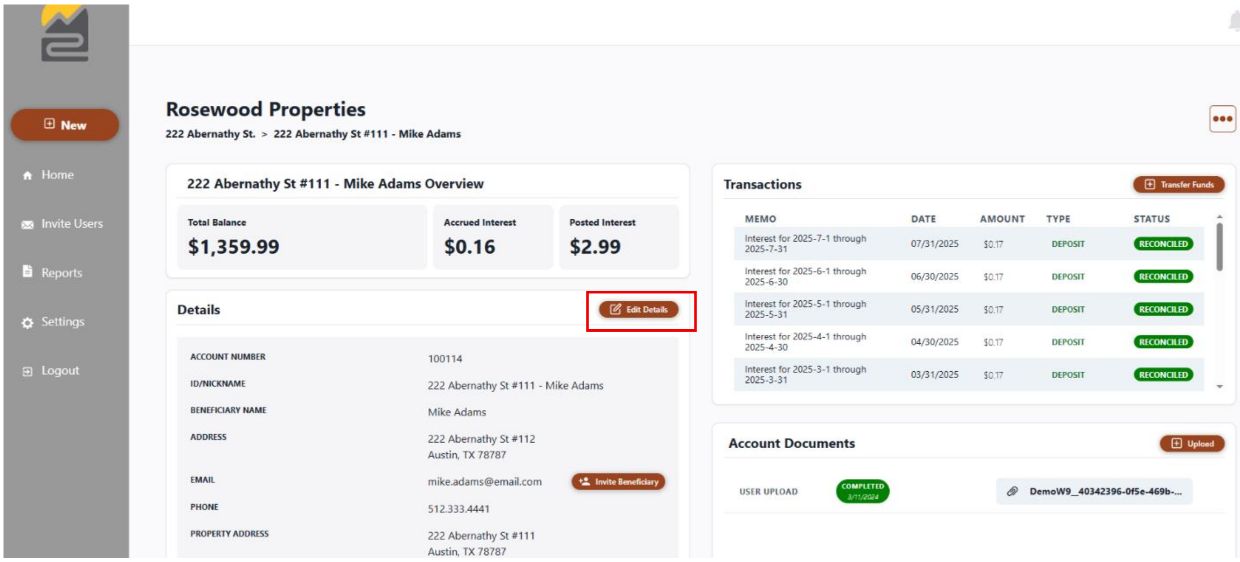
Authorized users can view the details of subaccounts by clicking on individual accounts from the Organization dashboard. This view allows users to review beneficiary details, account balances, transaction history, and account documentation, and initiate subaccount transfers. The user can edit the subaccount name, address, email, and phone.

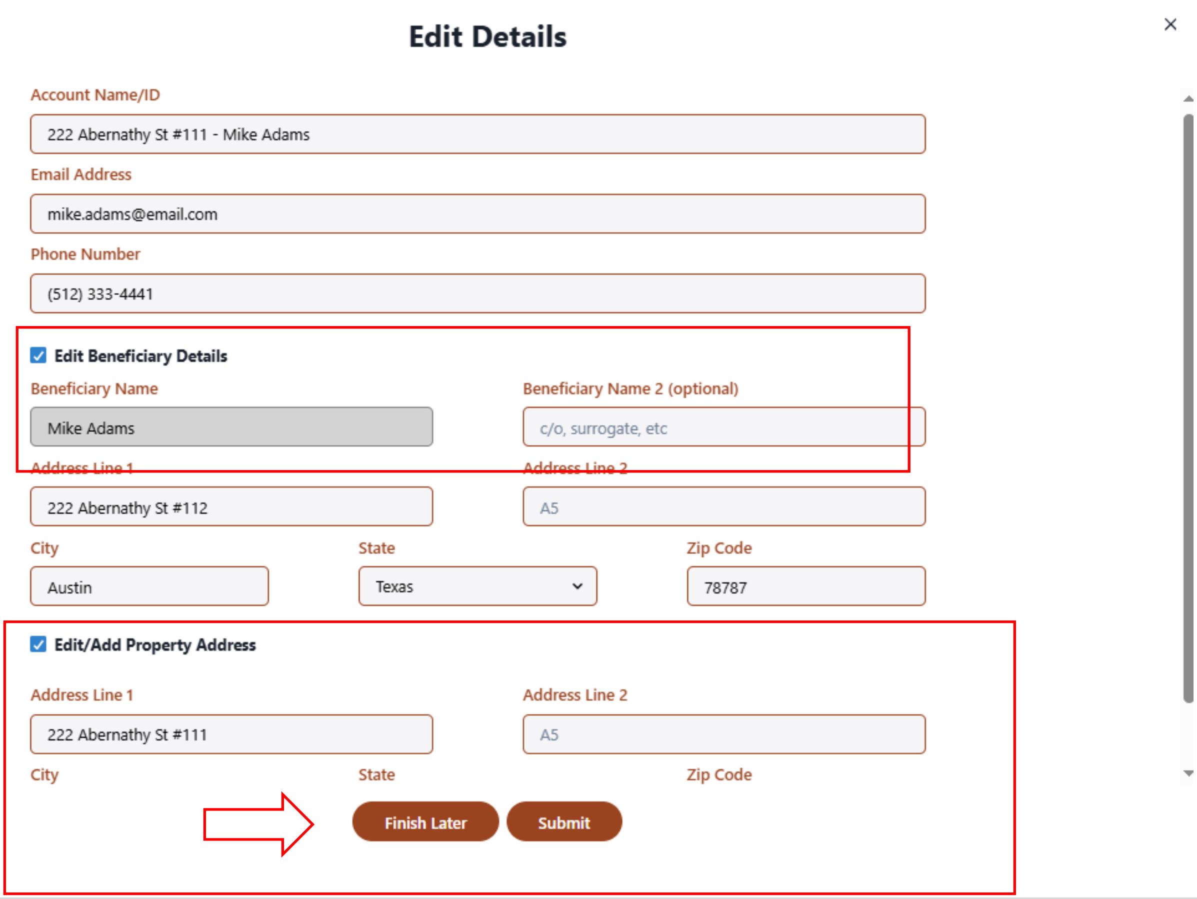
Edit Dashboard

For Property Management an additional step is to include the property address on the subaccount. This address is the location where the tenant might be residing and can be different from the beneficiary(tenant’s) physical address that they entered at subaccount creation. In some cases, this address might define the interest rate in case of state-specific interest configurations.

There is an option to include a second name for a beneficiary (E.g., in the case of surrogates).

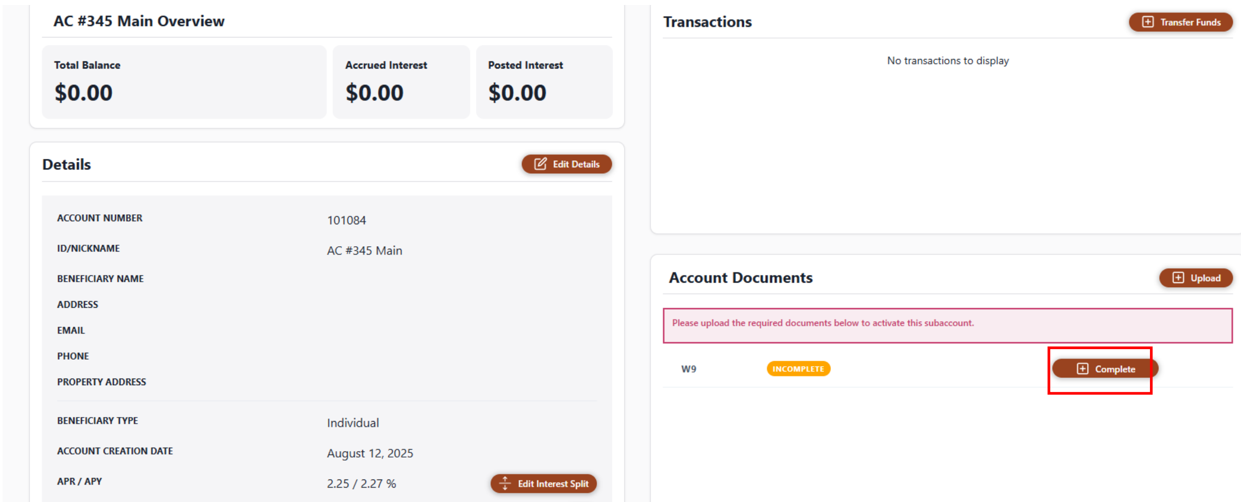
If the user has a Standalone holding account, they will not be able to make transfers. They should use the Unassigned Transaction process to allocate funds.



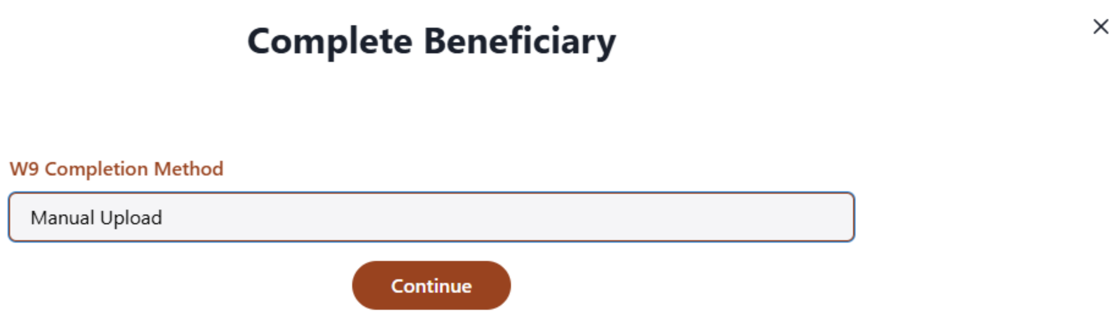


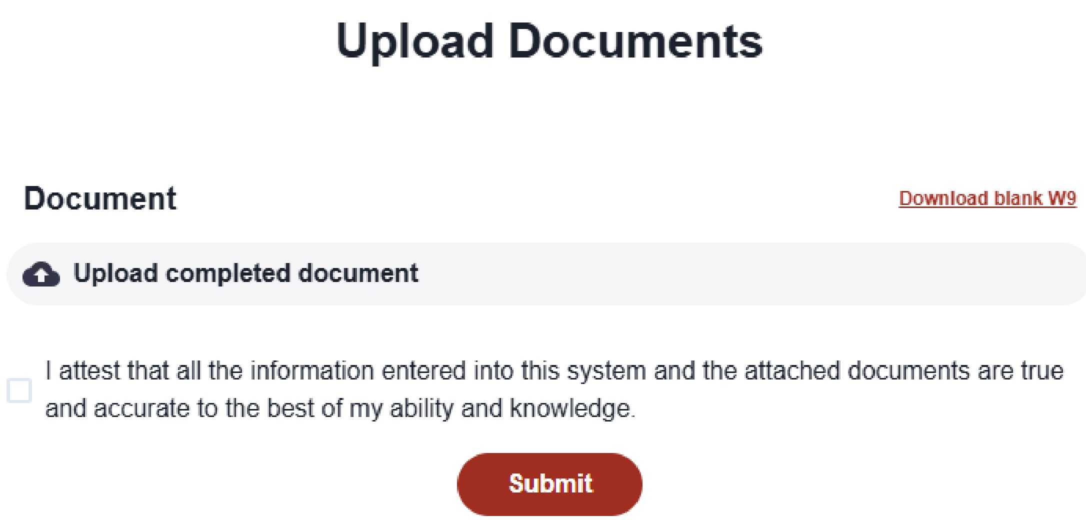
Uploading A Document

To upload documents for a pending subaccount, the authorized user will select the subaccount from the Organization dashboard and click on the "Complete" button in the "Account Documents" section.



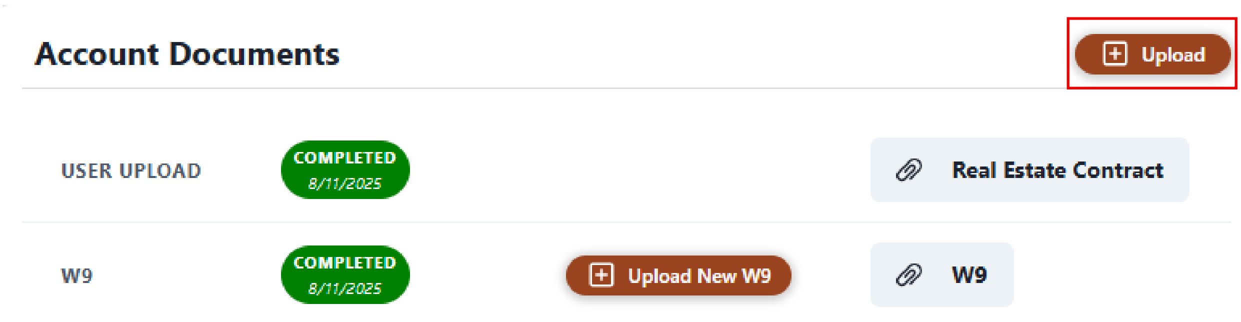
From here, the user will be prompted to complete providing the Beneficiary info if they haven't already and then upload the documentation required to open the account.



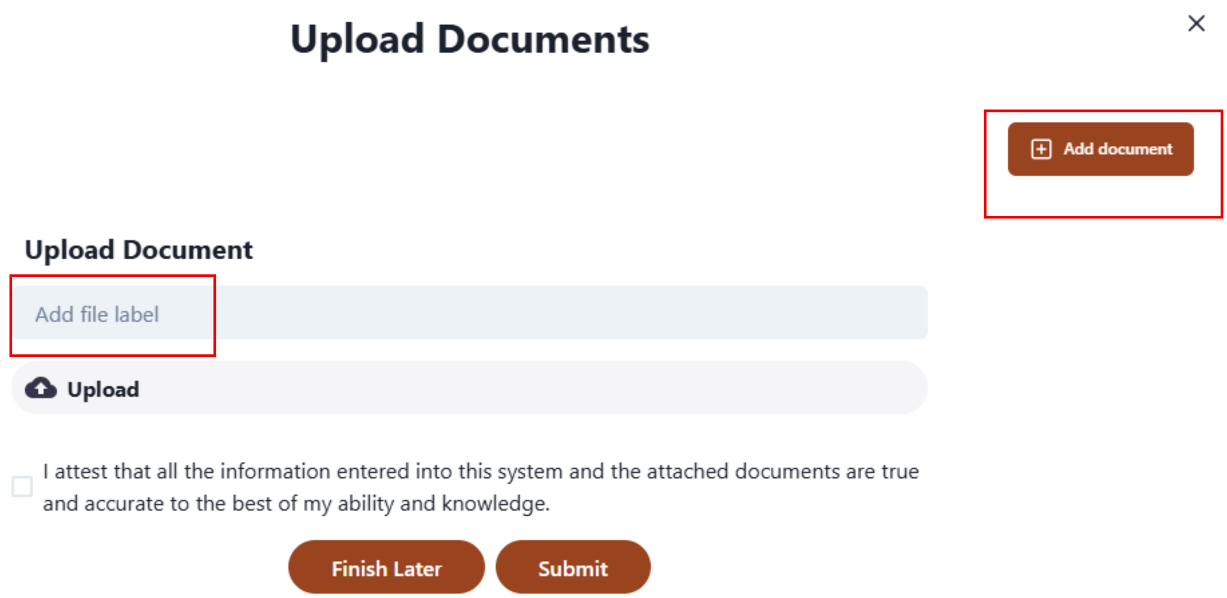


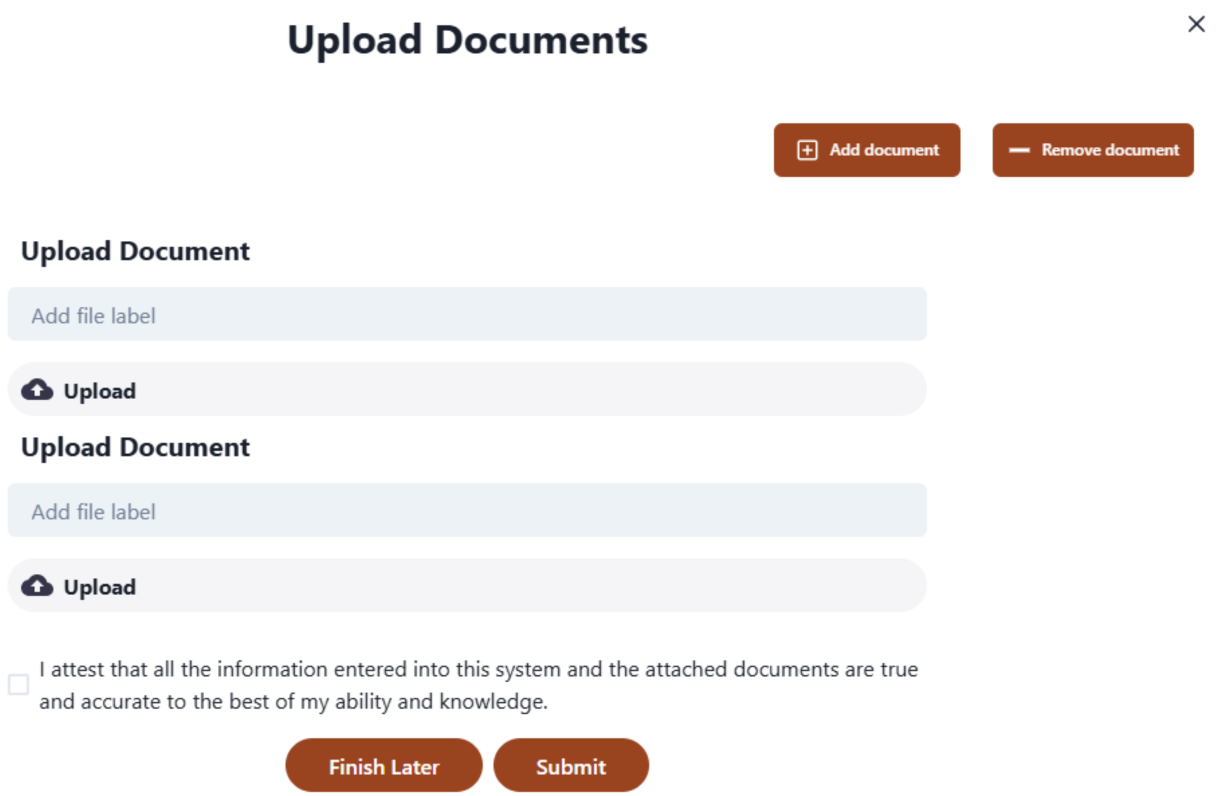
Upload Additional Documents

A user can upload other documents (such as death certificates in case of funeral homes) to the subaccount and view them in the "Account Documents" section from the Subaccount Dashboard



After the "Upload" button is clicked the user can then enter a label for the document and upload it.

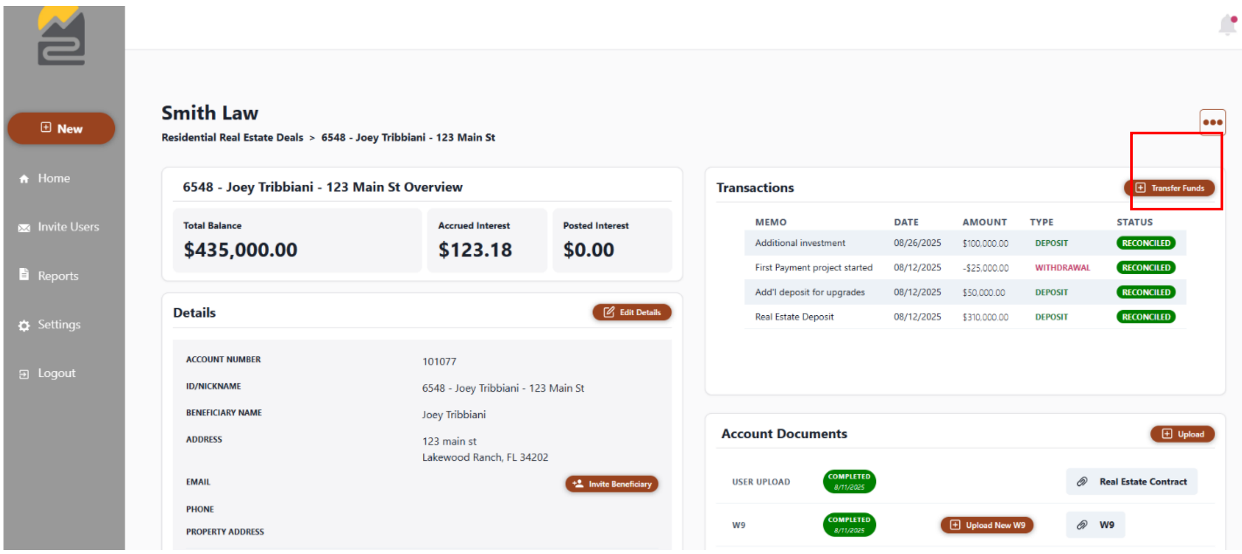




They can also upload multiple documents by using the “Add Document” option available on the far right of the modal. Once the documents are uploaded and submitted, they can then be viewed under the “*Account Documents*” section.

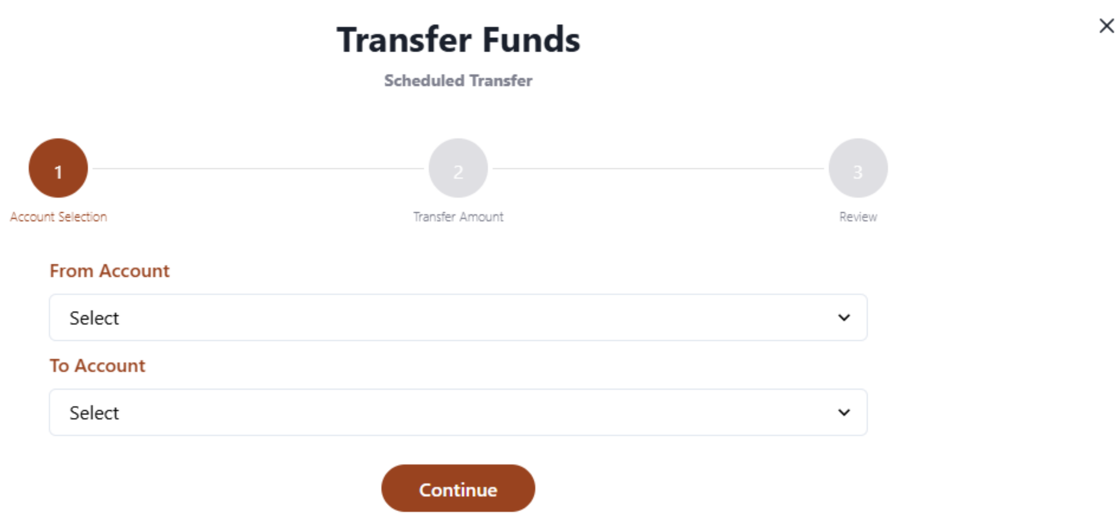
Initiating a Transaction

To initiate a transfer on an existing subaccount (whether a debit or credit), the authorized user will first need to select the appropriate subaccount from the Organization dashboard. From there, the user will click on the green button “Transfer Funds” in the “Transactions” section.

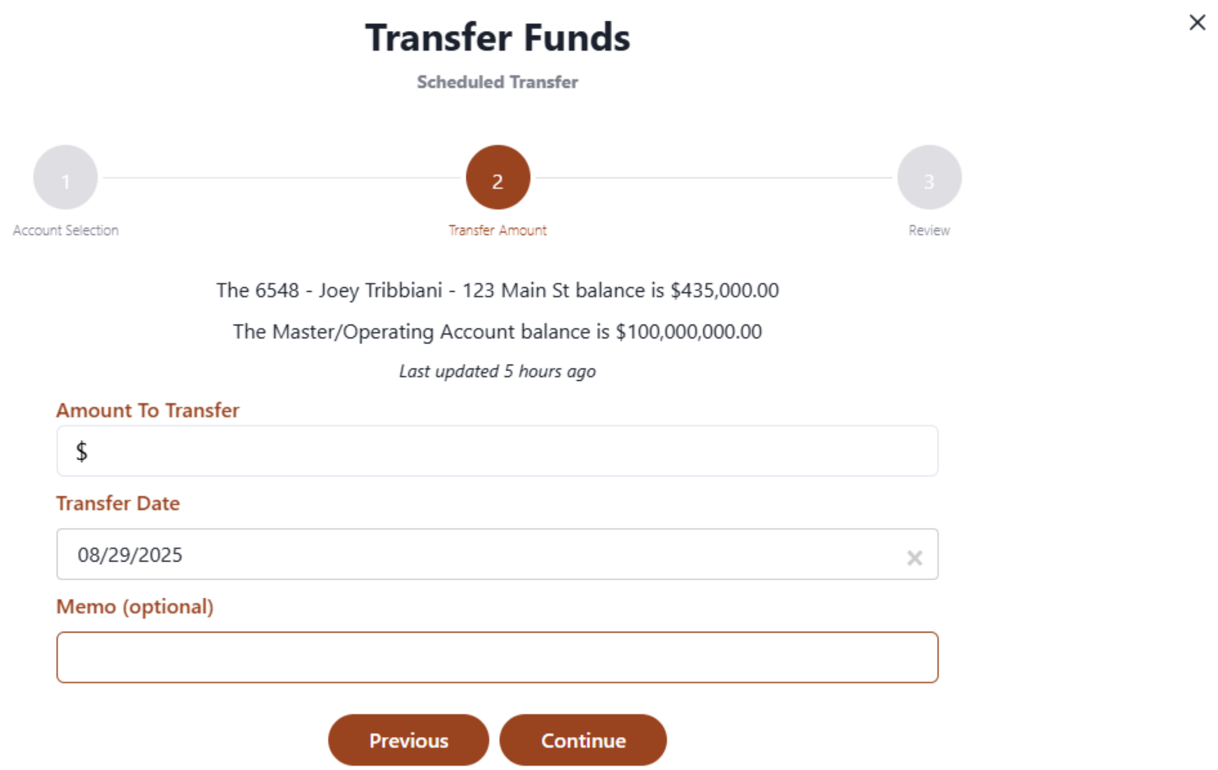


Step 1:

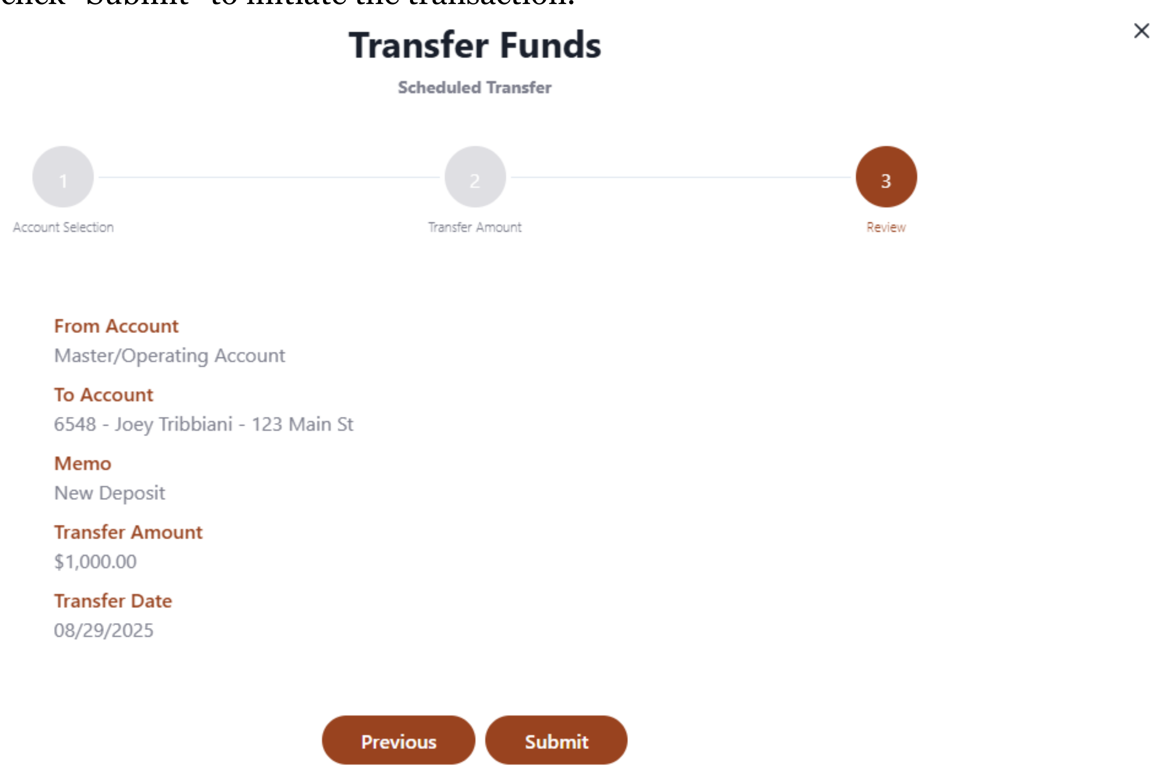
A new screen will then appear which gives the user the options to select the transaction type (based on the “to” and “from” account options).



Step 2: The user will enter the amount to be transferred, select an effective date (up to two weeks in the future) and insert an optional memo for recordkeeping purposes.

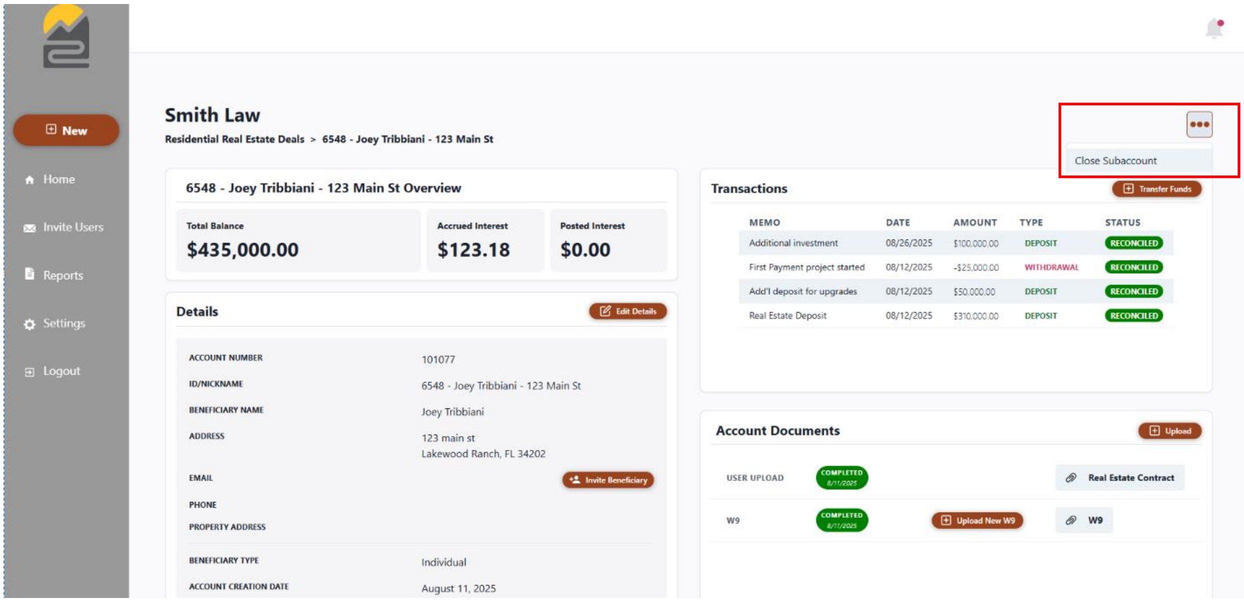


Step 3: The last step of the process is to review the transaction details for accuracy and click "Submit" to initiate the transaction.

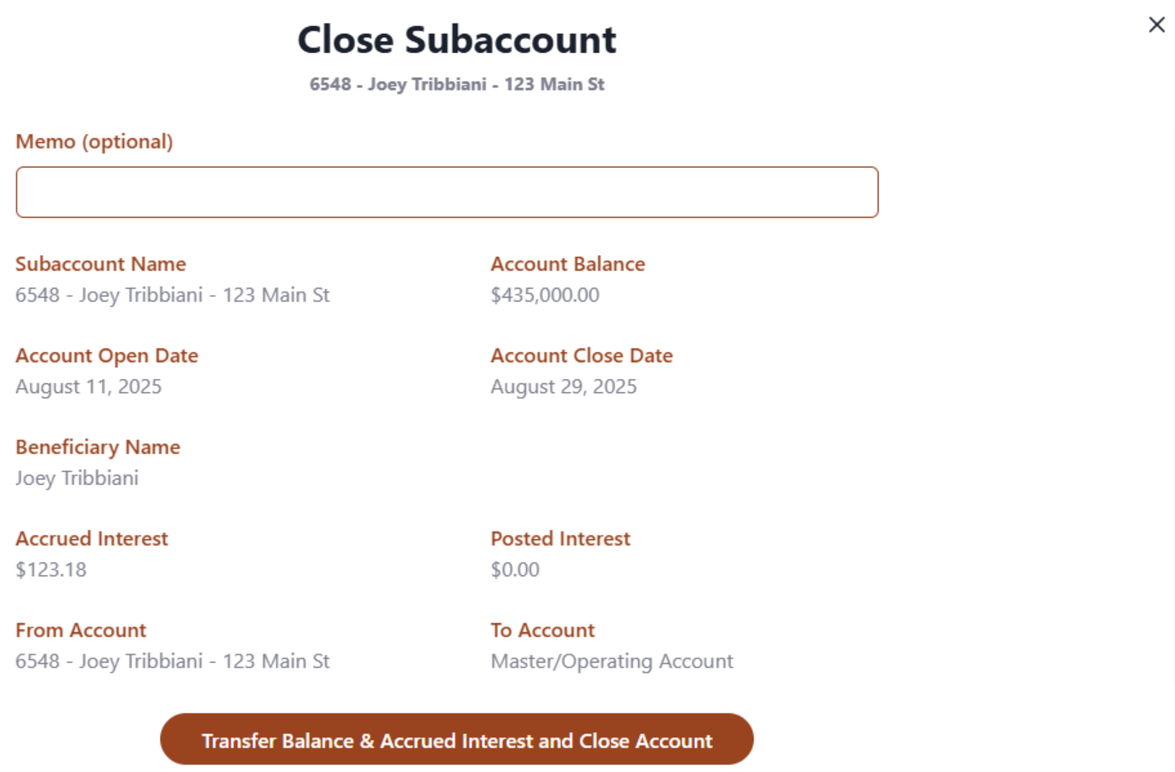


Closing an Existing Subaccount

Once inside the subaccount, authorized users can initiate an account closure by clicking on the three dots on the right side of the screen and selecting “Close Subaccount”.



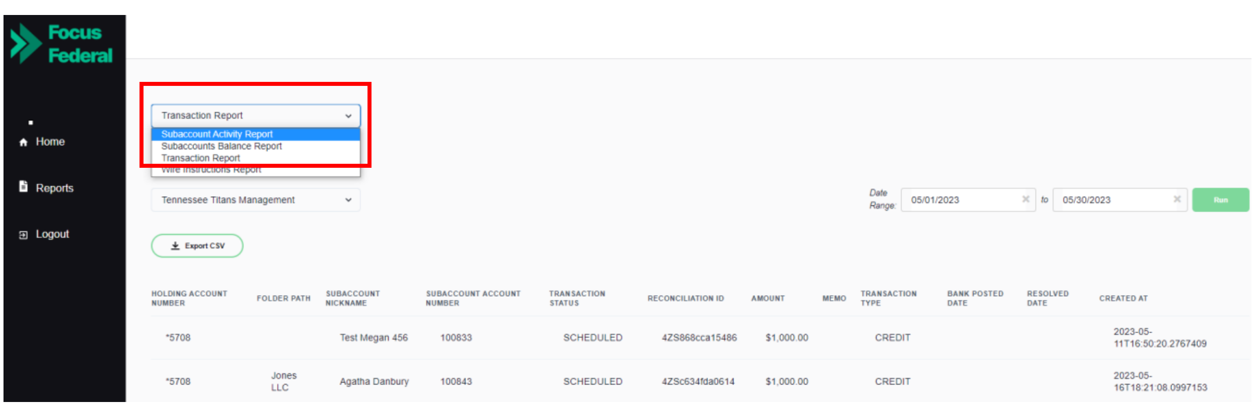
From here, the user will be directed to a new screen where they can review the closure details and insert an optional memo for tracking purposes.



If this is a standalone subaccount, the closure is not recognized as complete until funds have been moved out.

Reports

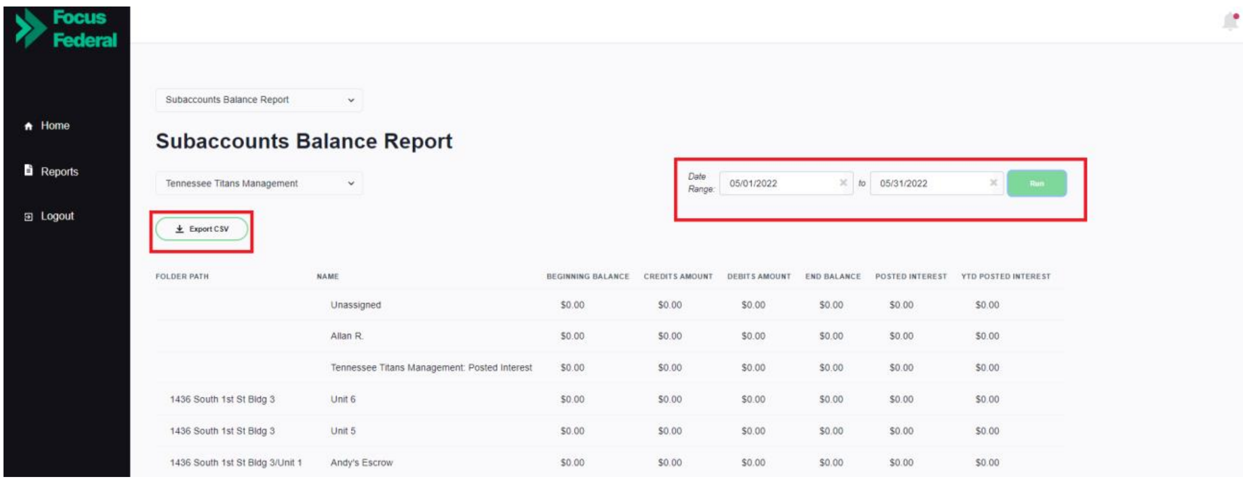
To view available reports through ZEscrow, click on "Reports".



The following reports are available for an org user to download:

- **Subaccount Activity Report:** Reporting for your Organization on sub details that includes balance, and interest.
- **Subaccounts Balance Report:** Reporting for your Organization on transactions, balance and interest based on the date range selected.
- **Transaction Report:** Reporting for your Organization on all transaction level data for the specified date range that can be used to audit and track transactions.
- **Pending Subaccount Report:** View subaccounts that are pending open or closed that require attention.

Once the report that you would like to view has been selected, input a date range as needed and then click on the "Export CSV" button to download the data.



Beneficiary Access (Sub Level) role

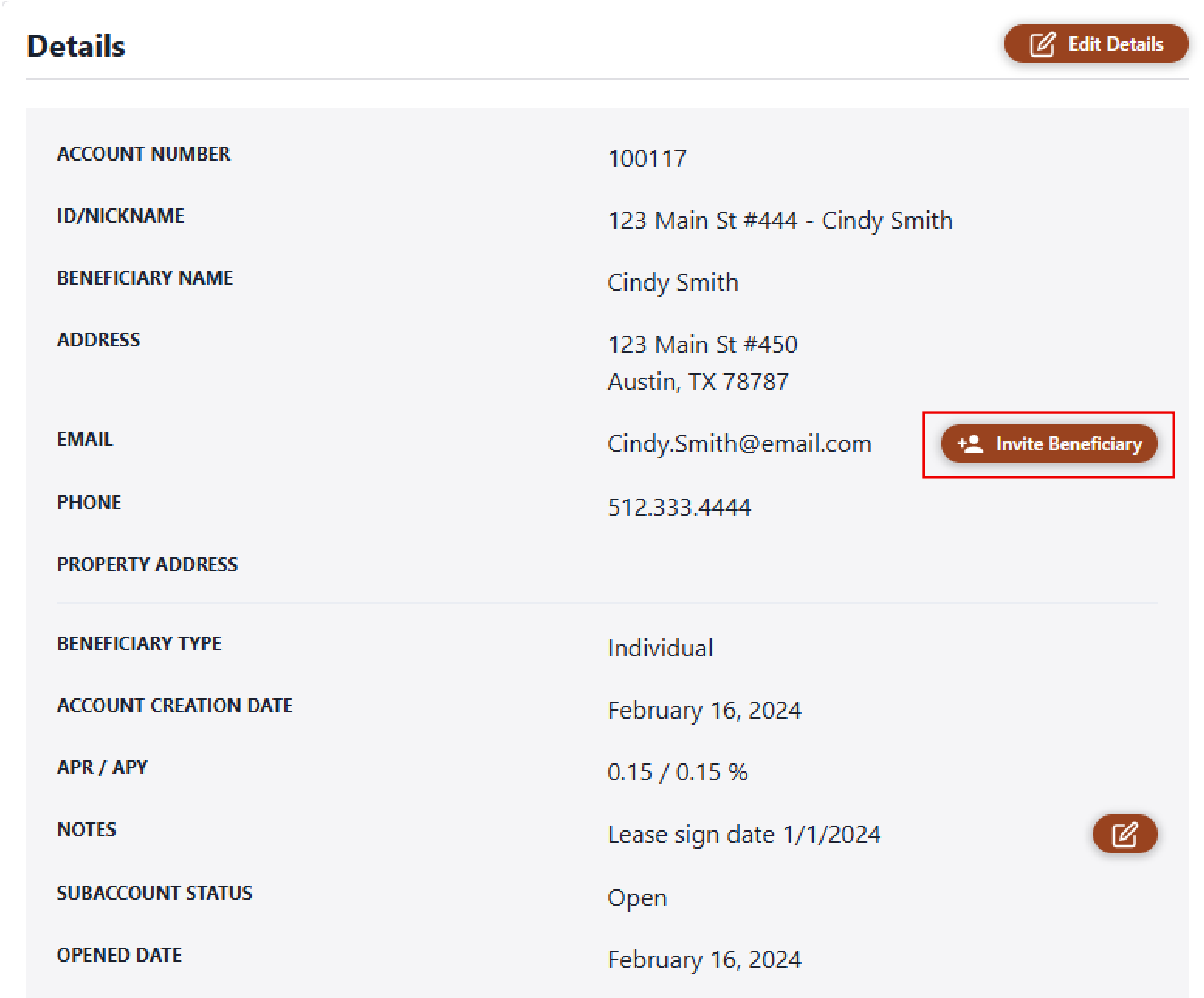
An organization can now invite Beneficiaries to access ZEscrow so that they can confirm an account exists and is earning interest, and that there's a record of transactions and documents/statements.

Assumptions:

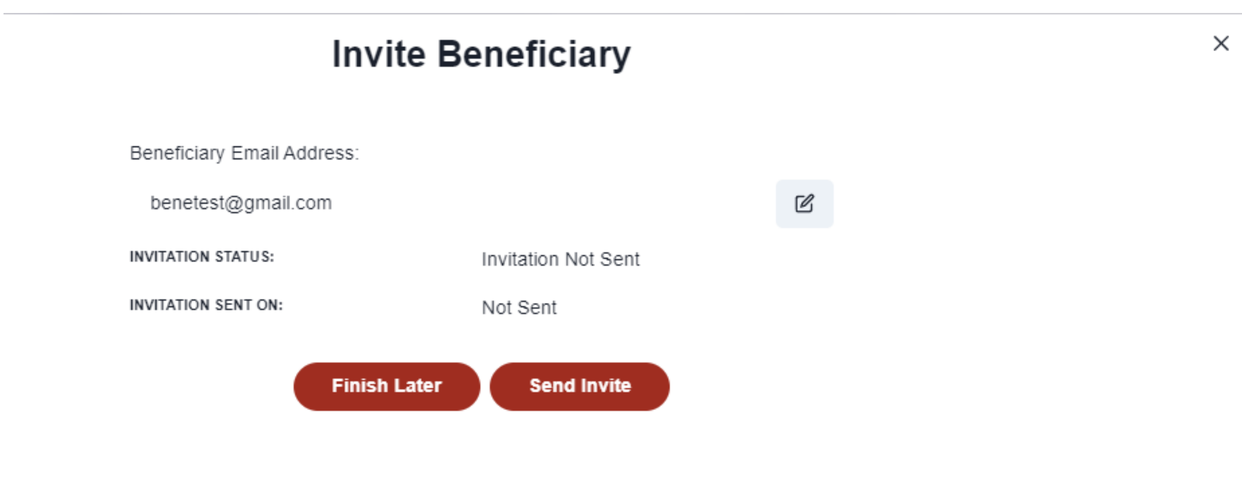
1. The FI has opted to have this feature enabled.
2. There is a valid email address where the invite can be sent.
3. The sub/beneficiary is associated with a valid Tax Id or SSN.

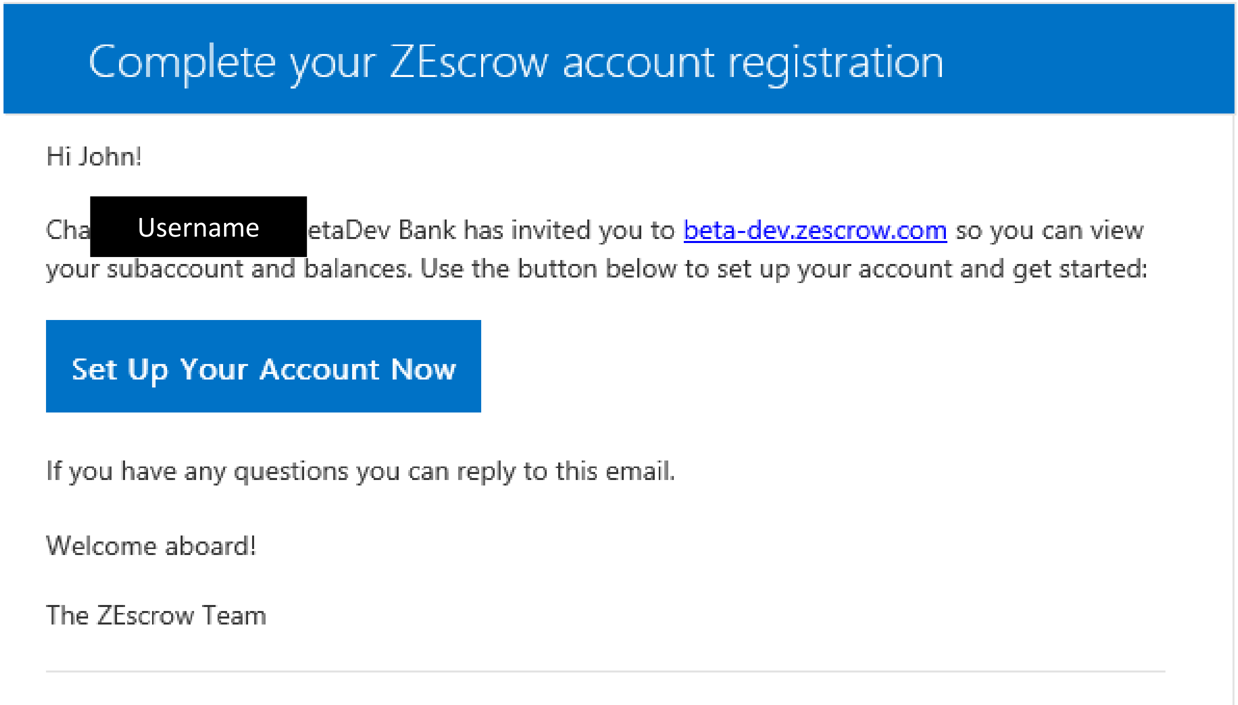
Steps to invite a beneficiary to access the subaccount:

Open the subaccount for whom the beneficiary needs access. Navigate to the dashboard and click on the "Invite Beneficiary" next to the email address if one is provided already as shown below.

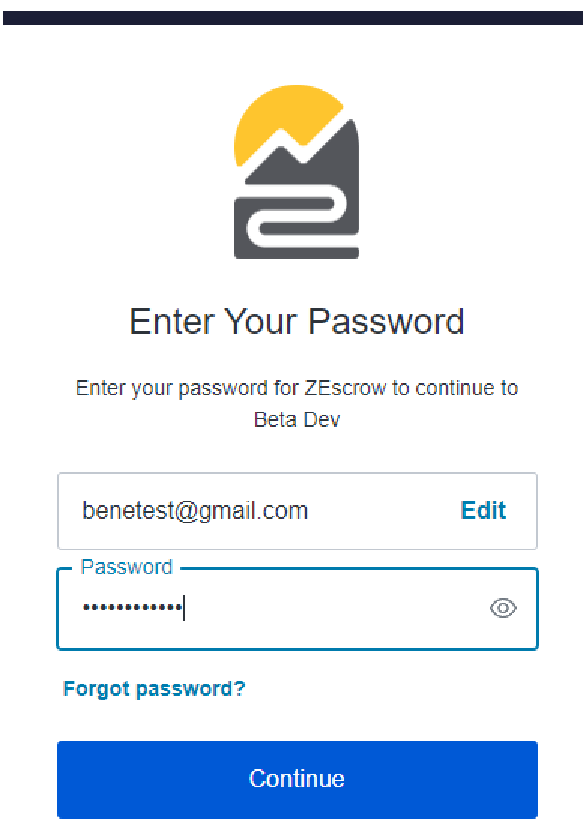


- You will now see the “Invite Beneficiary” window which allows you to edit the email address if needed and also provides the information if there was already an invite sent to the beneficiary or not. Click on “Send Invite” in order to send the invitation to that email address.

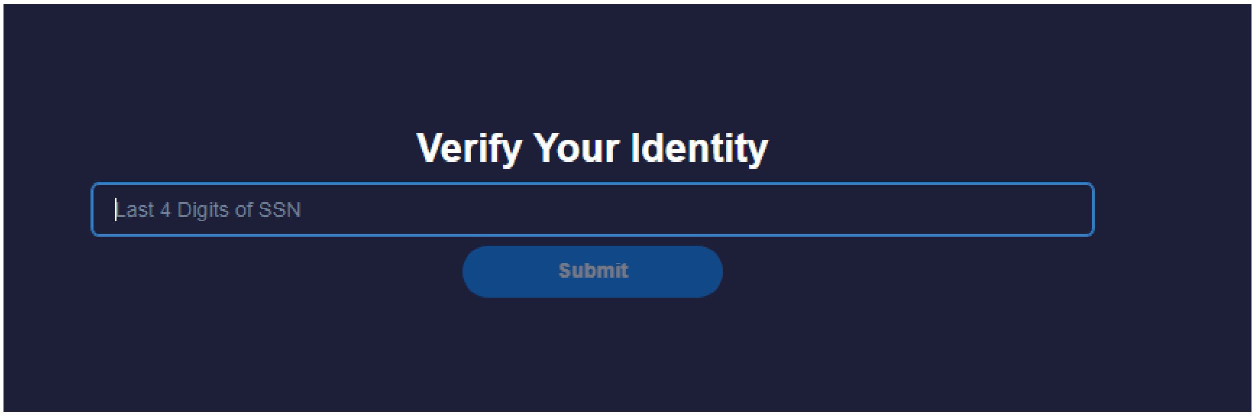




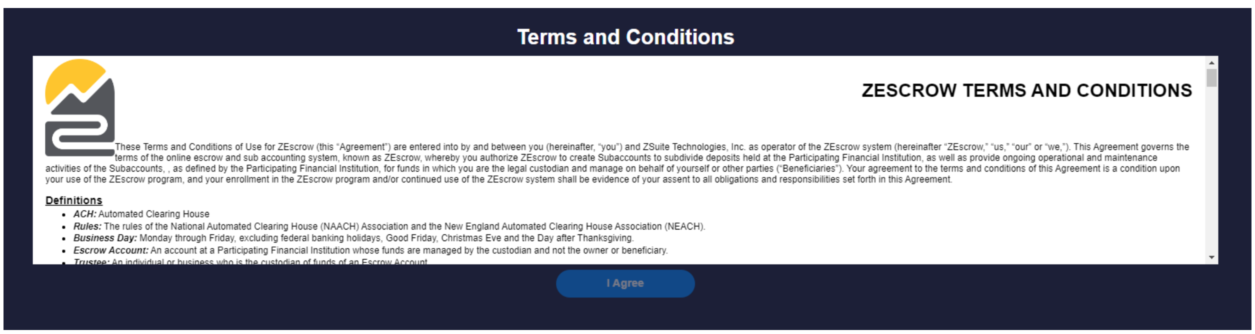
Clicking on "Set Up Your Account Now" will allow the user to set a password and upon success they will be able to view the platform. The beneficiary user will now be able to use their credentials and login.



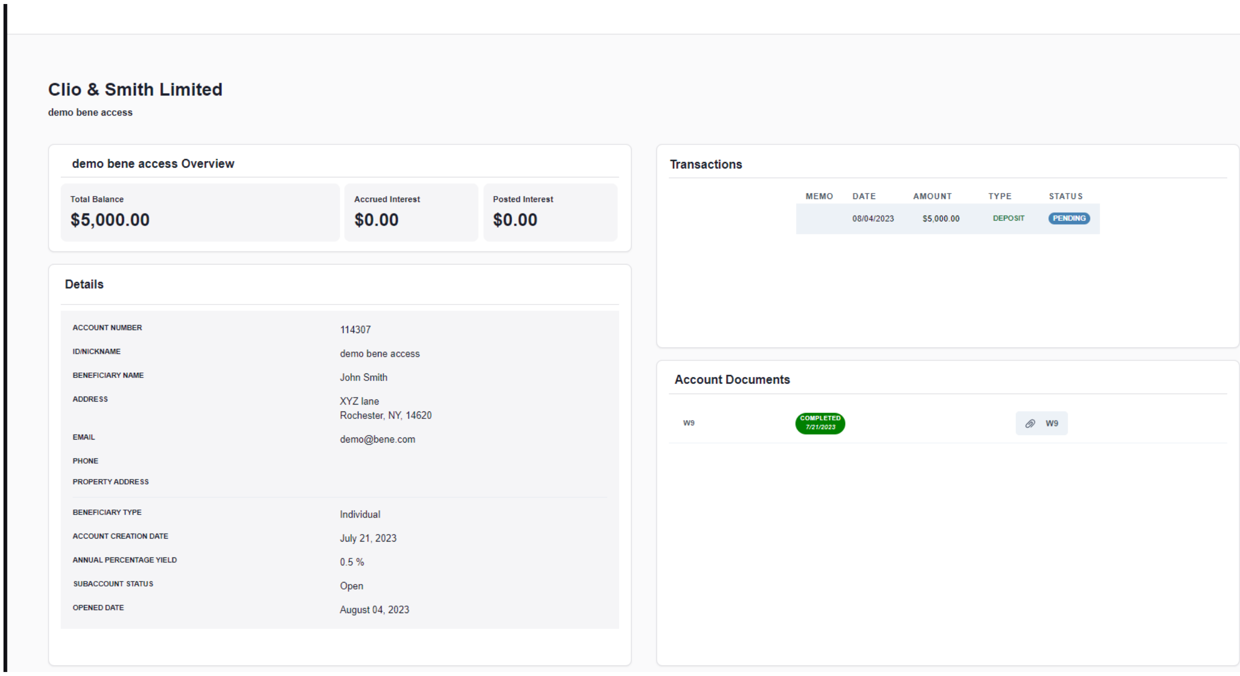
- They will be asked to verify their identity.



- Upon verification you will then view the T&Cs, after reading through and accepting them the user will then be able to view the subaccount.

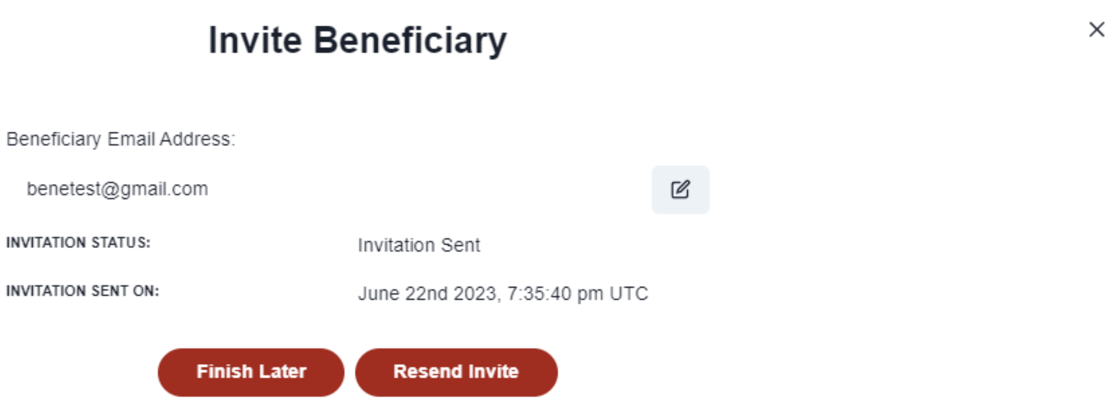


- They will only have access to view the transactions and their statements but cannot perform any actions such as transfer of funds or update their information.



- If the org user now goes to that subaccount's dashboard clicking "Invite Beneficiary" icon again will show the updated status.

- In case the invite needs to be sent again "Resend Invite" can be used.



Ability to enter interest portion for a Beneficiary for Organizations.

In some scenarios, organizations want to be able to create a subaccount and add a portion of their rate they want to be paid to the Beneficiary. Organizations can enter this as a percentage of the overall APR or enter a specific APR value. This is available as a part of the subaccount creation process or can be added or edited for existing subaccounts.

This allows the FI that has negotiated a rate with the organization to let the organization give a fixed portion of that rate to the beneficiary regardless of future changes to the overall interest rate established between the FI and organization. Conversely, the organization can lock their portion of the interest rate, so it doesn't get affected by changes to the organization's interest rate.

Note: Any changes applied to interest rates or splits revert to the first date of the interest cycle.

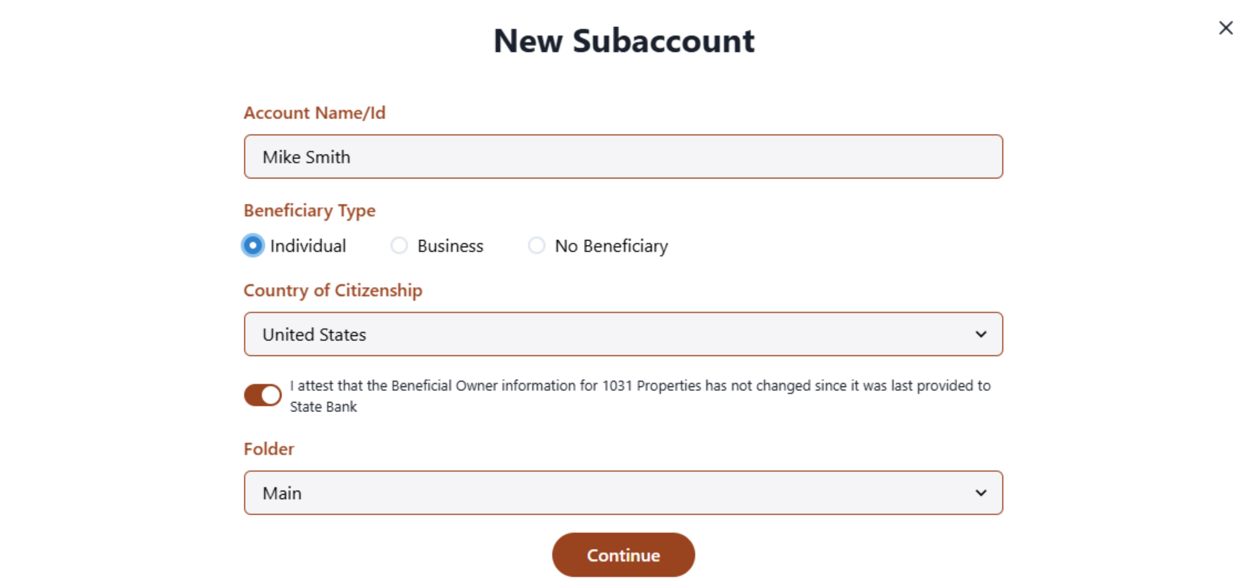
How to Enable this feature:

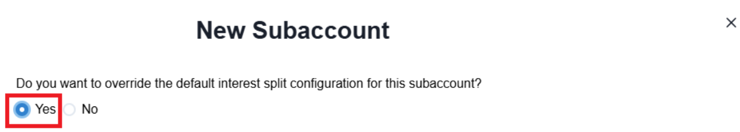
- The Organization should contact their banking representative to ensure this is set up for their experience.
- **If the interest split override feature is already enabled, no action is needed**

Once the organization has this enabled, they can enter an interest percentage or fixed rate for the subaccounts in two scenarios.

1. **Adding Interest at Subaccount Creation**

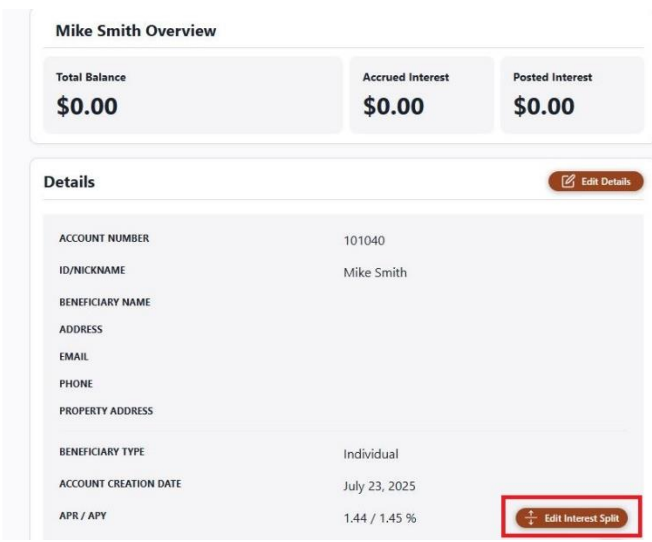
When you create a new subaccount, clicking "Continue" on the first screen will display a modal asking if you want to set up an interest split override. Select "Yes" if you wish to enter a value other than the default interest earned by the subaccount.



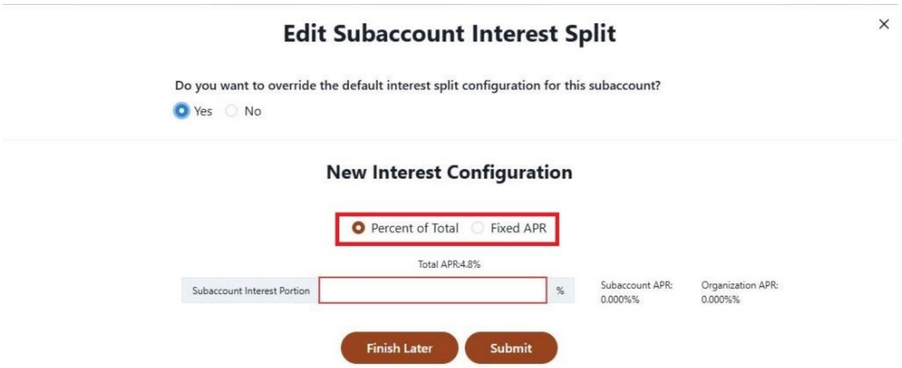


2. Add/Edit Interest on Existing Subaccounts.

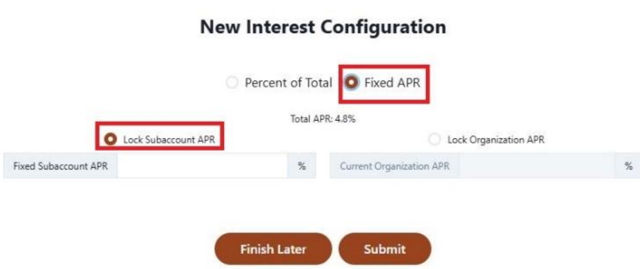
Open any existing subaccount within the organization with the interest split override enabled in the configuration.



Click on the “Edit Interest Split” button as highlighted above. This will allow you to change an existing split or add or remove one as applicable.

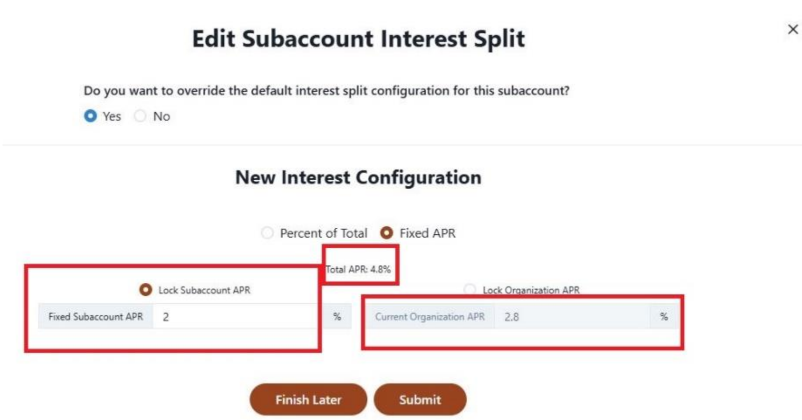


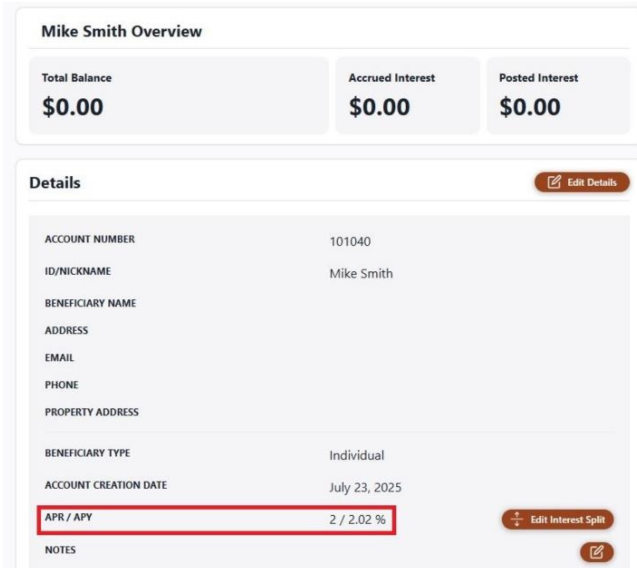
You can either pick "Percent of Total" which gives you the option to enter the subaccount (beneficiary) portion as a percentage of the total APR, or you can choose the "Fixed APR" option which allows for an interest rate (APR) for the beneficiary or organization portion to be specified.



If "Fixed APR" is selected, you now have the option to either enter the interest rate portion for the subaccount (beneficiary) or the organization. Either option can be locked, and the other applicable portion is calculated using the total configured APR from the organization's interest configuration that was set earlier by the FI.

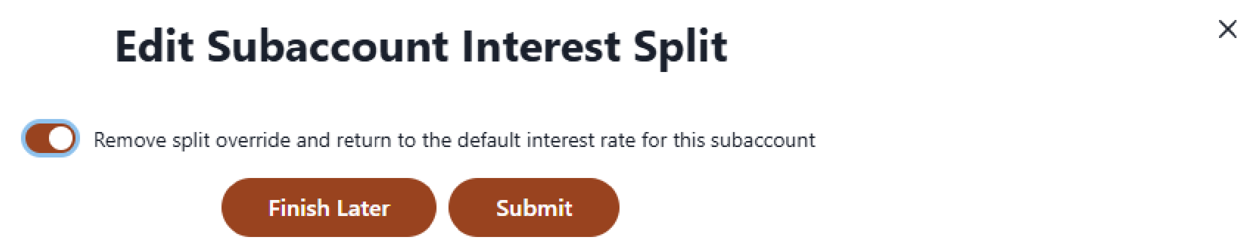
As shown below, the override was updated to 2% for the subaccount which resulted in the subaccount earning an APR of 2%.





Removing an override

To remove a subaccount's interest split override, click on "Edit Interest Split" on the subaccount dashboard, then select "Remove override."



This reverts the subaccount interest rate to the default interest split configuration, in this case 1.44%.

Details

Edit Details

ACCOUNT NUMBER	101040
ID/NICKNAME	Mike Smith
BENEFICIARY NAME	
ADDRESS	
EMAIL	
PHONE	
PROPERTY ADDRESS	
BENEFICIARY TYPE	Individual
ACCOUNT CREATION DATE	July 23, 2025
APR / APY	1.44 / 1.45 %
NOTES	

Edit Interest Split