IRS Form 1098 | Mortgage Interest
Frequently Asked Questions

What is a 1098 interest statement?
The 1098 statement details all interest, taxes and mortgage insurance (if applicable) paid to a lender for a given year. The lender is required to send this statement to the customer by January 31 each year.

When will I receive my year-end tax statement?
Trustmark will mail year-end tax statements by January 31.

What deductions can I claim on my income tax return?
We can't provide tax advice. We suggest you contact your tax/financial advisor or the IRS at 1-800-829-1040 or IRS.gov for more information.

I pay mortgage insurance premiums (MIP / PMI) monthly. Why isn't that listed in Box 4 on my Form 1098?
The IRS no longer requires us to report the mortgage insurance premiums on Form 1098, or your loan does not qualify for this deduction. We suggest you contact your tax/financial advisor or the IRS at 1-800-829-1040 or IRS.gov for more information.

Why does my Form 1098 show more interest paid for the reporting year than the previous year?
The amount of interest you pay may change from year to year, usually because of a change in your interest rate or in the number of payments we received from you during the calendar year.

Why doesn’t my Social Security Number appear on Form 1098?
The IRS requires us to report mortgage interest received from the "Payer of Record" on the loan. We report it in the name and Social Security Number of the primary borrower.

Why is the co-borrower’s Social Security Number not on the 1098 statement?
The IRS only requires the Social Security Number of the primary borrower on the 1098 statement.

Can reportable interest be claimed by more than one person on their income tax return?
We can’t provide tax advice. We suggest you contact your tax/financial advisor or the IRS at 1-800-829-1040 or IRS.gov for more information.

Will I receive more than one Form 1098 for the same property in a year?
You should receive a Form 1098 from each company to which you paid reportable mortgage interest or points. You could receive more than one Form 1098 if you refinanced the property during the year and/or if servicing of the loan was transferred.

Does Trustmark report the real estate taxes I paid during the year on Form 1098, and can I deduct them on my income tax return?
The IRS does not require us to report real estate taxes paid by you on Form 1098. We do, however, provide that information to you (for informational purposes only) on the Annual Tax and Interest Statement. To determine if the real estate taxes you paid are deductible, we suggest you contact your tax/financial advisor or the IRS at 1-800-829-1040 or IRS.gov for more information.

Why does my 1098 statement show that no taxes were disbursed?
Your 1098 may show that no taxes were disbursed for one of the following reasons: the taxes were paid at closing, the taxes were not paid from the escrow account in the year the 1098 is reporting on, or the loan was paid off before the taxes were due.

I paid points at closing. Why isn’t that listed on my 1098 statement?
Not all points are reportable, according to IRS regulations. The points paid at closing may not appear on your 1098 statement if Trustmark was not the originating lender or if the loan was a refinance. We suggest you contact your tax/financial advisor or the IRS at 1-800-829-1040 or IRS.gov for more information.

I made 14 payments. Why are only 13 payments listed on my 1098 statement?
Only 13 months of interest can be claimed in any given year – January through January. Sometimes a borrower will have made his or her payment in December of the previous year. The January interest is claimable, because interest is in arrears (if applicable, the January payment includes December’s interest).

Why does my name not appear on the year-end tax statement when I signed the loan?
Only the primary and secondary borrower will be listed on the year-end tax statement or 1098, and only the primary borrower’s Social Security Number will be reported on the 1098. To change the order of the names and reporting on future year-end tax statements, please contact our Customer Contact Center at 1-800-844-2400.

I am a co-borrower. Will I receive an annual 1098 mortgage interest statement?
Trustmark sends one 1098 mortgage interest statement to the primary borrower at the mailing address on record.

How do I obtain copies of my year-end tax statement / Form 1098 interest statement from prior years?
For statements older than 13 months, please contact our Customer Contact Center at 1-800-844-2400. There may be a fee for obtaining copies of prior year tax statements.
Get to know your mortgage statement.

We want to make it easy to understand information about your mortgage loan. This guide outlines your mortgage statement, explains the items that may appear on it, and includes a glossary with additional terms for your reference.

If you have any questions, please call 1-800-844-2400. Representatives are available Monday - Friday, 8:00 a.m. – 5:00 p.m., CST.

**Loan Information**

- **Account Number** – The account number assigned to your loan.
- **Payment Due Date** – The date your monthly payment is due.
- **Amount Due** – The total payment due to bring your loan current.
- **Late Fee** – The amount of any late payment fee and the date the fee will be charged if your payment has not been received.

**Account Information**

- **Outstanding Principal** – The amount owed on your loan, excluding any interest. This is not the amount required to pay your loan in full.
- **Interest Rate** – The current interest rate expressed as a percentage.
- **Maturity Date** – The date the loan is required to be paid in full.
- **Escrow Balance** – The current amount in your escrow account to pay taxes and insurance, if applicable.
- **Taxes Paid Year-to-Date** – The amount of taxes paid on your account starting from the beginning of the current year and continuing to the present day.
- **Loan set up on ACH draft** – A preauthorized draft service from you to debit either your checking or savings account via ACH.
- **ARM Loan** – Adjustable Rate Mortgage – A mortgage loan where the interest rate on the note periodically adjusts.
- **Next ARM Rate Change** – The date on which your adjustable rate mortgage rate will change (only shown for ARM loans).
- **Prepayment Penalty** – Identifies whether your loan is subject to a penalty or fee upon prepayment of your loan according to your loan documents.
- **Loan in Foreclosure** – Indicates if your loan is in the foreclosure process.

**Explanation of Amount Due**

- **Principal** – The amount of principal included in your regular monthly payment.
- **Interest** – The amount of interest included in your regular monthly payment.
- **Escrow (for Taxes and Insurance)** – The amount of your regular monthly payment set aside in your escrow account to pay taxes and insurance, if applicable.
- **Optional Products** – The monthly premium amount for optional insurance on your loan (e.g. credit life, disability, etc.) included in your regular monthly payment, if applicable.
- **Regular Monthly Payment** – The amount of principal, interest, and escrow (for taxes and insurance, if applicable), plus any Optional Products, if applicable, due on your loan.
- **Total Fees** – The total of all unpaid fees assessed to your loan which may include:
  - **Total Late Charges** – The total of all unpaid late charges assessed to your loan.
  - **Overdue Payment** – The amount of any regular monthly payment that remain unpaid.
  - **Unapplied Amount** – Any amount from funds remitted that has not been specifically applied to a payment, principal or escrow.
  - **Uncollected Interest** – Outstanding daily simple interest due that remains unpaid.
  - **Total Amount Due** – The total payment due to bring your loan current.
D Past Payment Breakdown

Paid Last Month – The transaction activity on your loan since the last billing cycle.
Paid Year-to-Date – The year-to-date transaction activity on your loan since the first billing cycle of the calendar year, including how your payments were allocated to the following:
- Principal
- Interest
- Escrow (Taxes and Insurance)
- Fees
- Late Charges
- Partial Payment/Unapplied**
- Optional Product

Total – The total of the payments made last month and paid year-to-date.

**Partial Payment (How unapplied funds are treated) – Depending on the status of your account, any partial payments that you make are not applied to your loan, but are held in a separate suspense account. When enough funds are received to make a regular monthly payment, the payment will be applied to your loan. In some cases, partial payments may be returned to you.

E Delinquency Notice

If your loan payments are delinquent 45 days or more, this section will show the date of the delinquency, the risks if the delinquency is not cured, and the total payment due to bring your loan current.
If applicable, this section will also include certain foreclosure information, including whether the first legal notice or filing required by law has been made, or if you have agreed to a loss mitigation plan or program.

Recent Account History – Shows how your payments were applied since you were last current (up to the last six months).

F Important Messages

This section is used to alert you to special messages or announcements about your account, your statement or Trustmark National Bank.

G Transaction Activity

This section lists the transaction activity since the last statement, including all payments, fees or expenses. If the transaction activity cannot fit on the front page, all activity will be listed on a second page.

H Payment Coupon

This section is detachable and contains the payment address. The coupon should be detached and included with your payment if you pay by check.
If you want to make an additional payment, depending on the status of your account, you may designate how you want us to apply the excess funds by writing the amount on the applicable line of the coupon for:
- Additional Principal
- Additional Escrow
- Late Payment
- Total Amount Enclosed

If you don’t designate how you want us to apply the excess funds, depending on the status of your account, the excess funds will be applied as permitted by your loan documents and applicable law.
COMING YEAR ESCROW PROJECTIONS

NEW ESCROW DEPOSIT BREAKDOWN

<table>
<thead>
<tr>
<th>ESCROW ITEM</th>
<th>ANNUAL EXPENSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAZARD INSURANCE</td>
<td>$2,666.00</td>
</tr>
<tr>
<td>COUNTY TAX</td>
<td>$3,860.07</td>
</tr>
<tr>
<td>TOTAL DISBURSEMENTS</td>
<td>$6,526.07</td>
</tr>
</tbody>
</table>

MONTHLY ESCROW DEPOSIT (TOTAL DISBURSEMENTS DIVIDED BY 12 MONTHS) $543.83

PROJECTED ESCROW BALANCE SUMMARY

As of 05/17/2016
Projected Low Bal $661.85
Less Required Low Bal $1,087.66
Shortage $425.81
ESCROW SHORTAGE PRORATED FOR 12 MONTHS $35.48

PROJECTIONS OF LOW ESCROW BALANCE

- Under RESPA/Federal law, or mortgage loan documents or by state law, if applicable, we are allowed to maintain up to a two (2) month cushion within your escrow account. Trustmark has chosen to only retain a two (2) month escrow cushion within your escrow account.
- If the projected low point calculation (a) is less than the required (b) cushion, you have a shortage
- If the projected low point calculation (a) is more than the required (b) cushion, you have a surplus
- Under RESPA/Federal law, your shortage can be spread over 12 months

Determining Your Escrow Shortage/Surplus

(a) Projected Low Point Calculation $661.85 *when your escrow balance is at its lowest point (see above)
(b) Required Cushion $1,087.66 *this cushion equals (2) months of escrow payments ($543.83).

ESCROW SHORTAGE $425.81 see (a) above

- Under Federal Law, your lowest monthly balance in the next twelve months should not exceed $1,087.66 or 1/6th of the total anticipated payments from the account, unless your mortgage contract or State law specifies a lower amount. Your actual lowest monthly balance is $661.85. The items with an asterisk in your account history may explain this. For a further explanation, call 1-800-844-2440.

PAYMENT INFORMATION

ANALYSIS DATE: MM/DD/YYYY

CURRENT PAYMENT

NEW PAYMENT

Principal & Interest $401.12 $401.12
Escrow Payment $129.02 $134.35
Shortage Payment $11.76 $7.11

Line 4

Line 5

Line 6

Total $541.90 $542.58

Please detach the shortage payment coupon at perforation above and return with payment

ESCROW SHORTAGE COUPON

Loan Number: 0000000001
Shortage Amount: $425.81

Please write your loan number on your check or money order and return this coupon with your payment.
Third Party Authorization - Payoff and Document Request Form

Trustmark National Bank - Mortgage Loan Number

Borrower First Name
Borrower Last Name

Co-borrower First Name
Co-borrower Last Name

Property Address
City
State
Zip Code

Third Party Name

Relationship to Customer *Authorization will expire in 90 days.

Address
City
State
Zip Code

Daytime Phone
Fax

E-mail Address

If you would like to request a Payoff Statement at this time, please complete the following and return by either email at: payoffmtgrequest@trustmark.com or by fax: 1-601-208-1603.

☐ Payoff Statement as of Date:

Please indicate delivery option:
☐ Email
☐ Fax
☐ Mail

*Processing time for a payoff request received by email or fax is 24-48 hours. A $5.00 fax fee will be assessed to the borrower’s loan.

If you would like to request one of the following documents at this time, please complete the following and return by fax at: 1-601-208-1603 or by mail to the address at the bottom of this form:

☐ Verification of Mortgage-VOM ☐ Payment History ☐ Other:

Includes a 12 month payment history

*Processing time for a Verification of Mortgage or Payment History request 3 business days. There is a $20.00 fee for a VOM

I authorize the third party listed above to obtain any information on my above referenced mortgage loan account with Trustmark National Bank, I further acknowledge and agree that the applicable fees may be assessed to my account as a result of the third party’s request. Fees may be charged per item, per request and are subject to change. My signature approves both the authorization of the third party and the acknowledgement of any applicable fees.

* This authorization will expire in 90 days or sooner if revoked by me.

Borrower Signature
Date

Co-borrower Signature
Date

Please mail the completed form to:
Trustmark National Bank
Attn: Document Request
P.O. Box 522
Jackson, MS 39205

Please fax the completed form to:
1-601-208-1603

People you trust. Advice that works.
Borrower Authorization of Third Party

Borrower(s) name(s) __________________________
Property address ____________________________
Mortgage loan account number(s) ____________________________

Third Party Information (all applicable fields must be completed)

Name of Entity, Agency, Firm ____________________________ Phone number ____________________________
Name(s) of authorized person(s) ____________________________
Mailing address ____________________________
Office address ____________________________
Email ____________________________ Website URL ____________________________
Tax ID# ____________________________ State license # (if required) ____________________________ Issuing state ____________________________

For non-profit agencies only*

HUD Approved Counseling Agency?
☐ Yes ☐ No

Approval valid until (date) ____________________________

HUD HCS # ____________________________

* Attach National Foreclosure Mitigation Counseling form if needed

For attorneys only**

Do you represent the above named Borrower for a workout arrangement with the named Servicer?
☐ Yes ☐ No

Firm Name ____________________________
Individual Attorney name(s) ____________________________

All states where licensed ____________________________

** Attorney who represents Borrower must sign below

Third Party Acknowledgement

The undersigned, on behalf of the Third Party, represents that: (i) it is in compliance with Regulation O (Mortgage Assistance Relief Services), if applicable, and all other applicable laws and regulations; and (ii) the Third Party information provided above is true and correct. The undersigned acknowledges that a misrepresentation or omission of fact made in connection with a government program such as Making Home Affordable may result in civil/criminal prosecution.

Signature of Third Party ____________________________ Date ____________________________
Printed name ____________________________ Title ____________________________
Borrower Authorization  
(please initial all items)

I (Borrowers listed below) authorize the above named Third Party to discuss, assist with, or, if applicable, negotiate a workout arrangement on my mortgage(s) with the above named Mortgage Servicer (its affiliates, agents, employees, and successors). A workout arrangement could include a modification or other relief.

I authorize my Mortgage Servicer, and Third Party and Treasury (and its agents) to share with each other public and non-public information about my finances and my mortgage for the purpose of assisting me in obtaining a workout arrangement, including but not limited to: (i) my mortgage payment history, terms of my mortgage; and (ii) my social security number, credit score, income, debts and other information related to obtaining and servicing my mortgage.

I understand that my Mortgage Servicer may contact me directly except in limited situations, such as when I am represented by an attorney, and the Servicer and I must agree to any workout arrangement. I may still contact my Mortgage Servicer at any time.

I understand that this Third Party Authorization Form may not be accepted by my Mortgage Servicer and my Mortgage Servicer will notify me in writing if it is not accepted. Mortgage Loan Servicers have procedures designed to detect fraud or improper activity and must follow privacy laws to protect borrower information.

This Authorization expires one year from the date signed unless Borrower cancels it earlier by writing to the Servicer or by completing an Authorization of a different Third Party.

Do not sign this form until the form is fully completed. Keep a copy of this form.

Be aware of scams!
Federal and State government agencies have prosecuted hundreds of companies and lawyers who illegally charge up-front fees.

Report scams at HOPE Hotline: 888-995-HOPE (4673)

Signature of borrower  
__________________________  Date ________________

Printed name  ___________________________  Date ________________

Last 4 digits of SSN  ___________________________

Phone #  ___________________________  Email  ________________

Signature of co-borrower  
__________________________  Date ________________

Printed name  ___________________________  Date ________________

Last 4 digits of SSN  ___________________________

Phone #  ___________________________  Email  ________________
Glossary of Mortgage Terms

2nd Outstanding Principal
The outstanding principal balance is the amount owed on your 2nd loan, if applicable, not including interest. If the balance is $0, no amount will be shown.

Additional Escrow
If excess funds are included with your payment, depending on the status of your account, you may designate on the payment coupon that excess funds should be applied to your escrow account.

Additional Principal
If excess funds are included with your payment, depending on the status of your account, you may designate on the payment coupon that excess funds should be applied to reduce your outstanding principal balance.

Amount Due
The total payment due to bring your loan current.

Delinquency Notice
If your loan is delinquent by more than 45 days, this section will include information regarding your delinquency, including loss mitigation or foreclosure information.

Escrow
The amount of your regular monthly payment allocated to escrow.

Escrow Balance
The amount set aside in your escrow account to pay taxes and insurance, if applicable.

Expedited Payoff Fee (Fax Fee)
If you request an expedited payoff statement, you may be assessed a fee, if permitted by applicable law.

Important Messages
This section will include special messages and announcements about your account, your statement, or Trustmark National Bank.

Interest
The amount of your regular monthly payment allocated to interest.

Interest Rate
The current interest rate on your loan expressed as a percentage.

Late Fee or Late Charge
A late payment fee may be charged if you make your payment after the date indicated on your statement. The amount of the late fee is based on the terms of your note.

Loan Number
The account number assigned to your loan.

Trustmark.com
Manage your Trustmark National Bank mortgage loan online — 24 hours a day, seven days a week. Pay your loan online and take the hassle out of writing checks and have confidence in a process that’s easy, fast, and secure.

NSF Fees
A fee (return item fee) may be charged if your payment is returned or rejected by your financial institution.

Optional Items
Optional items may include both credit life and/or disability insurance that you selected.

Other Payment
If excess funds are included with your payment, depending on the status of your account, you may designate on the payment coupon that the excess funds be applied to overdue payments, fees or other expenses.

Outstanding Principal
The amount of money owed on your loan, not including interest. This is not the amount required to pay your loan in full.

Overdue Payment
The amount of any regular monthly payment that remains unpaid.

Partial Payments
Depending on the status of your account, any partial payments that you make are not applied to your loan, but are held in a separate suspense account. When enough funds are received to make a regular monthly payment, the payment will be applied to your loan.

Payment Coupon
The detachable section of your statement that should be included with your payment if paying by check. If excess funds are included, depending on the status of your account, you may designate how the excess funds should be applied.

Payment Due Date
The date your monthly payment is due.

Prepayment Penalty
According to your loan documents, your loan may be subject to a penalty or fee upon prepayment of your loan.

Principal
The amount of your regular monthly payment allocated to principal.

Recent Account History
If your loan is delinquent 45 days or more, an account history shows how your payments were applied since the date you were last current (up to the last six months).

Regular Monthly Payment
Your total monthly payment of principal, interest, and escrow (for taxes and insurance, if applicable), plus Optional Items.
Total Amount Due
As described in the “Explanation of Amount Due” section, this is your Regular Monthly Payment, plus the total fees charged, total other expenses and overdue payments you must pay to bring your loan current.

Total Fees Charged
The total of all unpaid fees assessed to your loan.

Total Other Expenses
The total of all unpaid expenses assessed to your loan.

Transaction Activity
Transaction activity since the last statement, including all payments, fees or expenses.

Transaction Date
The date transaction activity was assessed to your account.

CONTACT INFORMATION
You may access your account online at trustmark.com.

Customer Service  (800) 844-2400
Loan Counseling  (866) 229-1656
Phone Payments  (866) 229-1656 or (800) 243-2524

Banking/CD/Personal Loans  (800) 844-2000

Customer Service Hours: Monday–Friday 8:00 a.m.–5:00 p.m. CST

Payoff Funds
Trustmark National Bank
201 Country Place Parkway
Suite B
Pearl, MS  39208-6689

Overnight/Certified Mail Payments
Trustmark National Bank
201 Country Place Parkway
Suite B
Pearl, MS  39208-6689

Inquiries/Correspondence
Trustmark National Bank
P.O.Box 522
Jackson, MS 39205-0522

Property Tax
Trustmark National Bank
P.O.Box 522
Jackson, MS 39205-0522

Insurance Policies & Bills (Hazard, Flood, Wind and/or Property)
All policies must reflect your loan number and Trustmark National Bank as the loss payee.
Trustmark National Bank, Its Successors and/ or Assigns,
P.O. Box 2790,
Kennesaw, GA 30156.

Disaster - Loss Claims Checks - Insurance
Trustmark National Bank, Loss Drafts Department,
201 Country Place Parkway,
Suite B
Pearl, MS  39208-6689

Notice of Error (NOE) or Request for Information (RFI) – If you believe there is an error ("Notice of Error") or if you need additional information ("Request for Information") relating to the servicing of your mortgage loan, you must send a written Notice of Error or Request for Information to the following address: Trustmark National Bank, P.O. Box 153, Jackson, MS 39205. Your Notice of Error or Request for Information must include your name, loan number, and sufficient detail to inform Trustmark of the basis of your Notice of Error or Request for Information.

Experiencing Financial Difficulties
If you are experiencing financial difficulties and would like to speak to one of our counselors, please call 1-866-229-1656.
You may obtain a list of HUD approved, non-profit homeowners counseling organizations servicing your residential area by calling toll free 1-800-569-4287 or by visiting the HUD Website at: www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm