



Tax FAQ's

This is a helpful guide to help answer the most commonly asked questions by our customer's regarding their taxes. The Gateway Mortgage Group Tax Department's mission is to ensure that all customers who have their mortgage with Gateway have their taxes paid in a timely manner.

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1. **Who Pays My Taxes?**

- If you have an escrowed account, Gateway Mortgage Group will pay your regularly billed property taxes in accordance with RESPA guidelines. This does not mean that you as a customer do not have any obligations regarding taxes.
- Taxing Authorities will typically bill both the mortgage company and the property owner. They sometimes will designate that what the homeowner received is for informational purposes only or show that the mortgage company is Gateway. If you do not see that it references either of these things, it is a good idea to contact Gateway to make sure we have your information on file. You can do this by emailing us a copy to tax@gatewayloan.com or call us at 877-764-9319. Gateway receives an electronic billing for your taxes, it is typically not the same paper billing as you, the customer, receives. *Gateway receives one large file that has all customer's in that counties information. We will not be able to provide you a copy of the bill as we receive it since it also has information on other customers.*
- If you have a non-escrowed account, you as the customer are responsible for paying all escrows by the due date and forwarding proof of payment to Gateway Mortgage Group. If taxes are not paid in a timely fashion, Gateway reserves the right to require escrow payments on your loan and pay all taxes and insurance going forward.





2. Why Did I Receive A Tax Bill If Gateway Pays Taxes On My Behalf?

- As a property owner, it is your responsibility in the eyes of the taxing authorities to ensure that taxes are paid on time. They send a copy to you to ensure you are educated on your property and as a backup if Gateway does not receive the billing. If you have not received a copy of your tax bill within 15 days of the due date, you will need to call the taxing authority or go online to obtain a copy. Gateway is not responsible for taxes that are not being billed to us, any fees and penalties for items that were not billed are to be paid by the customer.

3. Are There Taxes Gateway Does Not Pay?

- Gateway will only pay property taxes associated with the loan and that are part of a regular bill. It is the customer's responsibility to pay any supplemental bills, ground rents or other miscellaneous taxed items that are billed directly to the customer. If you have property or portion of your land that Gateway does not have a lien on, Gateway will not pay those taxes.

4. When Are My Taxes Due?

- The due date varies from state to state, but normally is equal to the month in which your taxes are to be paid. Your particular tax due date information can be found on the escrow analysis that you received at closing, and each subsequent year. You should see the payment come out on your billing statement in the month it was due.
- Gateway is obligated to pay by the discount date if it is available and must be paid prior to the delinquency date.
- No need to panic if you see that your taxes have been taken out of your escrow account, but you do not see them posted by your taxing authority. We use a billing vendor that ensures they are paid on time. There may be a processing delay between the disbursement from your escrow account and the posting of the funds to the taxing authority. If the taxes are late due to negligence by Gateway or the billing vendor, Gateway will pay all fees and penalties at no cost to the customer.

5. When Will Gateway Pay My Taxes?

- We pay taxes by the discount date if available, but by the delinquency date at the latest. The delinquency date is the last possible day to pay taxes without incurring a fee or penalty.
- In some cases, Gateway will pay before either of these dates. This occurs if your taxing authority billed us earlier than normal.

6. Why Didn't Gateway Pay My Taxes?

- There are occasions when we do not pay taxes on time. This is usually a case of an incorrect bill received or no bill received. This can happen if your legal address changes, you have a change in parcel ID (the account number with your taxing authority) or a special assessment or supplemental tax is billed. It is always a good idea to read your mail from your taxing authority as Gateway is not responsible for any bill that was received by the customer but not by Gateway. If you think a bill you received was not sent to Gateway, call Customer Service or email us at tax@gatewayloan.com.





7. What Is A Supplemental Bill or Special Assessment, And Do I Pay These?

- This is a bill sent for an amount still due to the taxing authority that was not included in the normal tax bill. These are typically called a “Supplemental,” “Added Value Bill,” “Interim Tax Bill,” etc. These are almost always sent to the property owner and not to the mortgage company. If you are unsure if what you are looking at is one of these, you can always call your taxing authority to find out, or call Gateway Customer Service or email us at tax@gatewayloan.com to see if they can tell if it is one that they are responsible for paying.
- This bill is due by the property owner and not the mortgage company. Gateway does not escrow for this amount even if you have an escrowed loan.
- If at closing they accounted for this in your initial balance, it is still the property owner’s responsibility to send the bill to Gateway for it to be paid out of the escrow account. All penalties associated with these bills are to be paid by the customer.
- Gateway will pay these bills if the property owner fails to pay the taxes and the property is at risk of having a lien superior to Gateway’s placed on the property. In these cases an additional escrow analysis may be performed in order to recoup those funds paid on the customer’s behalf in a timely manner.

8. Why Did My Taxes Go Up?

- Gateway does not set your tax amount. We are responsible for paying the amount that was billed by the taxing authority. To find out why your taxes changed, you will need to contact your taxing authority. All amount disputes will also need to be handled directly with the taxing authority. Often Gateway is viewed as a 3rd party and cannot access or file the same information as the homeowner.

9. I Just Built My House/I Have A New Construction Home, How Did My Taxes Go Up?

- If you have a newly built home, often the first years that you own the home are based on the land taxable value and do not include the structure value. Once your taxing authority assesses your property with the structure, the taxes increase significantly. You should have received a “Payment Shock Letter” at the closing of your loan if this is the case advising you of the inevitable escrow change.

10. Why Are My Taxes Paid So Much Different Than What Was Estimated At Closing?

- When your loan closes, the people involved in determining your escrow payments estimated your taxes based on the information available.
 - o If the new tax bills are not available, they use the previous owners tax information from the past year. It is sometimes unclear if the previous owner had a reduced tax rate due to exemptions or other unknown reasons. If these follow the previous owner, you will not retain the benefit of these lower taxable rates.
 - o When you purchased your home, it is possible the taxing authority re-assessed the value of your home and it increased compared to what the previous owner had as the assessable value. The amount used at closing on was based on information that was available at the time and the new values may not have been assessed until after the closing of your loan.





11. How Can I Lower My Taxes?

- Often there are exemptions available that may lower property taxes:
 - Primary residence exemptions (commonly known as “homestead,” “millage” or “residency” exemptions).
 - Veterans exemptions.
 - Age of 65 or older exemptions.
 - Others may be available, contact your taxing authority to see what is applicable to your situation.
- Gateway cannot negotiate your taxes or lower your taxes for you. Homeowners can dispute their taxes with the tax authority if they believe there is an error. Gateway is only responsible for paying the billed amount, not disputing the amount. Often Gateway is viewed as a 3rd party and cannot access or file the same information as the homeowner.

12. Do I Qualify For A Tax Exemption?

- You will need to contact your taxing authority for this information. Gateway does not make the decision on taxes, Gateway only pays the billed amount. Often Gateway is viewed as a 3rd party and cannot access or file the same information as the homeowner.

13. Can Gateway File My Application For A Tax Exemption?

- Gateway cannot apply for or file any exemptions on behalf of the customer. This is a responsibility of the homeowner. Often Gateway is viewed as a 3rd party and cannot access or file the same information as the homeowner.

14. Will Gateway Accept My Veterans Affairs Exemption Letter As Proof Of Exemption?

- Gateway only accepts exemption paperwork for purposes of updating the loan from the tax authorities. The Veterans Affairs Letter does not necessarily mean the exemption has been filed/requested or applied to the property taxes at that time. Some tax authorities require that exemptions be filed yearly. To find out how often you need to file for you Veterans Exemption, please call your taxing authority. Often Gateway is viewed as a 3rd party and cannot access or file the same information as the homeowner.

15. Where Can I Get My Tax Payment History?

- This information is available on Gateway’s website, www.gatewayloan.com. Log into your online account its shown as “Tax Disbursement” in the payment history section.
- This will be available on your monthly mortgage statement if a payment was made during the billing statement period.
- It can also be found on your annual escrow analysis statement.

16. How Do I Know How Much Property Taxes To Report On My Yearly Taxes?

- This information is found on a yearly statement, also known as a 1098 form, that is sent to you by January 31st each year. It will disclose your taxes paid for the prior year, interest paid for the prior year and any Mortgage Insurance paid if applicable.
- This can be found on your online account on the “Account Details” screen.





17. What Do I Do If I See An Error On My Tax Bill?

- If this is a tax bill you received in the mail from your taxing authority, you will need to contact them to get the error corrected. Once that is fixed, please contact Gateway Mortgage Group Customer Service to verify we have received the updated information. Gateway will require that you provide documentation for the update. You can email this to Gateway at tax@gatewayloan.com or mail it to 244 South Gateway Place, Jenks, OK 74037.

18. I Want To Pay My Taxes Instead Of Gateway, How Do I Go About This?

- To apply for a waiver of escrow, a customer may submit a verbal or written request, which will be reviewed by the Servicing Escrow team. Only loans which meet the criteria below may be approved for escrow waiver
 - i. The terms of the loan, as described in the note, must allow for an escrow waiver.
 - ii. The loan cannot be any type of government loan; government loans are not eligible for escrow waiver.
 - iii. The loan must have no payments more than 30 days late within the most recent 12 months.
 - iv. The loan must have no payments more than 60 days late within the most recent 24 months.
 - v. The loan must have 6 months of seasoning from origination of loan or the last repayment plan.
 - vi. Loans identified as “high priced” or HPMLs must have at least 60 months of seasoning.
 - vii. The Loan-to-Value ratio must be 80% or lower.
 - viii. The loan must not be subject to private mortgage insurance (PMI).
 - ix. Flood insurance is not required to protect the loan.
 - x. The loan must be guaranteed or owned by an entity other than the government, including but not limited to: Veterans Affairs (VA), Federal Housing Administration (FHA), Department of Public and Indian Housing (PIH), or the U.S. Department of Agriculture (USDA).
 - xi. There cannot have been a modification to the loan due to the loss mitigation process.
 - xii. Customer must not have been in bankruptcy in the last 3 years.
 - xiii. Escrows cannot have been required due to unpaid taxes or insurance.
 - xiv. There is not a negative balance on the escrow account.
 - xv. There are no outstanding fees due.
 - xvi. There is a fee to waive your escrow in most cases and this fee is non-negotiable.
 - xvii. Please call Customer Service, email EA@gatewayloan.com or send a letter to 244 South Gateway Place, Jenks, OK 74037 if you would like to request an escrow waiver.

