



# Mortgage Payoff Wire Fraud Prevention Tips

Mortgage payoffs are being altered by fraudsters usually as part of a hack into the email accounts of borrowers or others who do not use secure email accounts. Beware of this and don't be a victim! Control your closing by developing a process to **Create – Confirm – Check.**



## CREATE

Create a “safe list” of lender mortgage payoff account numbers to which you have previously safely wired money and store that information. Most lenders use the same accounts over and over.



## CONFIRM

When any payoff instructions come in, confirm the account number with your “safe list.” If the number does not match, confirm the proper wire instructions with the lender or seller from a known, safe phone number that is from a different source since the email may be compromised.



## CHECK

If you cannot confirm from your “safe list” or reach a person from a known, safe number, cut a check if possible and send via overnight mail.



! Control your closing and develop a process. A title policy insures title and not escrow so it is up to you to protect your escrow account process in order to protect the consumer.



For more information, FNF resources and training or access to FNF Academy education, please contact your local or national FNF Account Representative.

For immediate online materials, resources, video and tools, click here for our [FNF Cyber Security/Wire Fraud](#) dedicated page.