

**Q: How do I open a new master account?**

**A:** Customers interested in opening a new master account should contact a Treasury Management Officer.

**Q: How do I make deposits?**

**A:** Deposits can be made in branch, or via ACH, wire, or RDC.

**Q: Is a W-9 required for new escrow accounts?**

**A:** Yes, a W-9 is required for all interest-bearing escrow accounts. Non-Interest bearing and IOLTA do not require a W-9.

**Q: Can we upload the W-9 on OFBESCROW?**

**A:** No, the W-9 would need to be emailed to: [treasuryservices@oceanfirst.com](mailto:treasuryservices@oceanfirst.com) or given to the branch at time of deposit.

**Q: How do we access our escrow information?**

**A:** You will be required to enroll in OFBCONNECT® to access the OFBESCROW portal.

**Q: What do we do if we do not have OFBCONNECT®?**

**A:** If you do not have an OFBCONNECT® login, you would contact a Treasury Management Officer to have one created for you. A Company ID and User ID will be provided during onboarding.

**Q: Who will have access?**

**A:** The bank will set up the customer admin for OFBESCROW to be the same person that is assigned as the company contact in OFBCONNECT®. The company contact will then have the ability to set up other users.

**Q: Can I have more than (1) master account and have access under one login?**

**A:** You can have as many masters as you need and they can be accessed under the same login.

**Q: How do we open new escrow accounts?**

**A:** You open new escrow accounts directly online under the escrow tab. Choose "create new account" and complete the information.

**Q: How do we transact on an escrow account?**

**A:** Access OFBESCROW to allocate, transfer, or disburse funds.

**Q: What is the difference between allocate, transfer, and disbursement?**

**A:** Allocate - This transaction is done on the portal to designate a master deposit to an escrow account.

Transfer - This is done when money needs to be moved from an escrow account to a master to be disbursed.

Disbursement - These are transfers to the master (on OFBESCROW) for further disbursement from your master checking account (You will just write a check on the master, transfer to another account, send by wire or ACH, or visit a branch for a bank check.)

**Q: How do I close an escrow account?**

**A:** There is an option online to close an escrow account; it will calculate the closing balance.

**Q: Will I see the close out the same day?**

**A:** The close out transaction will be posted to the master history and reflect in master balance on OFBESCROW the next business day. You can view the transaction in "pending transactions" under the transaction tab. The closing interest will be posted to your master checking account the next business day.

**Q: Why am I not able see the escrow account I set up to allocate funds to?**

**A:** If the W-9 is not received by the bank the account will not be activated and will not be able to accept funds.

**Q: Do master escrow accounts earn interest?**

**A:** If you have an interest-bearing master, the escrow accounts will earn interest for anything allocated to the account.

**Q: Do we receive a statement?**

**A:** A monthly statement is produced for the master and a quarterly statement for escrow accounts. Statements are available online through OFBESCROW only.

**Q: Is there a customer user guide?**

**A:** Yes, a customer guide is available under the Master and Administration drop down menu list option.