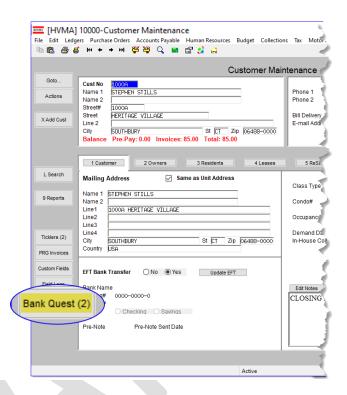# Bank Questionnaires

HVMA frequently receives requests from banks and mortgage companies to complete property questionnaires. They now use a consolidated form 1076 to fulfill such requests, which they send back to the banks.

If a bank insists on using its own form, HVMA charges a fee. HVMA also tracks when these questionnaires are completed, even if no invoice is issued when the bank accepts the standard form 1076.

To begin, click the Bank Question button on the customer maintenance screen. From the menu, select:

Misc Billing ▶ Maintenance ▶ Customer Maintenance ▶ [Bank Question]

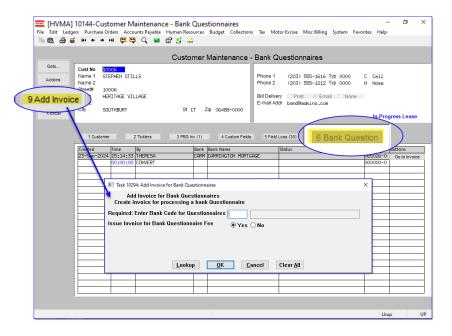# 1   Bank Questionnaire Screen #10144

The system will present the **Customer Maintenance– Bank Questionnaire** screen #10144.

Click the **[Add Invoice]** button, and a prompt will appear.

The bank for which the questionnaire is being prepared is a required field on the prompt.
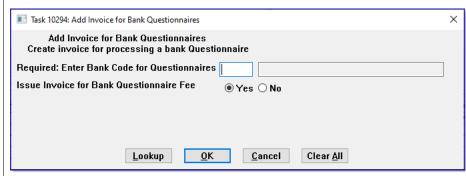
Enter the requesting bank's Bank Code.

Select ⊙ **Yes** to use the bank's specific form or ⊙ **No** to use the HVMA standard 1076 form.

The prompt asks whether an invoice for the Questionnaire Fee needs to be created. If they are using their own Form 1076, then no invoice is necessary.

However, if HVMA must use the bank's original form, they charge the fee. The invoice is issued to the customer account but is ultimately paid by the requesting bank.
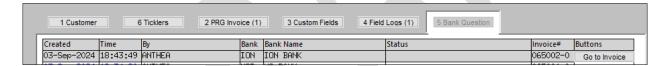

Use the lookup to select from the available bank codes. If the bank is not found, add the bank to the bank table (see section Misc Billing Bank Table #10067 below; also **MB-632 HVMA Condo Documents Setup** in the Help Reference Library).

Upon clicking OK, the following occurs:

- A record is created in the bank questionnaires screen.
- When an invoice is generated, the **[Go To Invoice]** button will appear. If an invoice is requested, the status field remains empty; it is updated only when no invoice has been created.
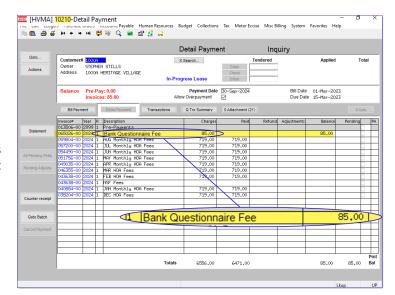
1.1   Invoice is Generated

In this case the Invoice was created and the **[Go To Invoice]** button is visible.

1.1.1   Customer Record is Updated with the Invoice

An invoice has been added to the customer record for the Questionnaire fee. This is visible on the Detail Payment Inquiry screen.

The PDF copy of the invoice is available on the Attachments screen #10225.

The attachment is visible on the Customer Maintenance Attachment tab as well. To view only Bank Questionnaire documents, set the Attachment Filter.

1.2   No Invoice is Generated

In this instance, an invoice was not generated and the "go to invoice" button is not accessible. The status indicates that the invoice was not issued.
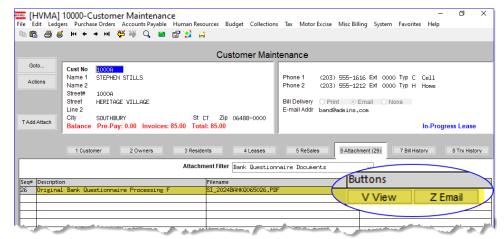
2 Misc Billing Bank Table #10067

There is a separate table in Miscellaneous Billing (MB) for banks and mortgage companies specific to these questionnaires (this is distinct from the general bank table used for AP/HR).

All banks requesting a Form 1076 should be added to this table.

If a bank makes additional requests, and they are already in the table, do not add them again. Use the existing entry.

To access the table, from the menu, select:

Misc Billing ▶ Tables ▶ Bank/Mortgage Companies for Questionnaires

The Bank Mortgage Companies for Questionnaires screen is displayed.

If the bank requesting the form 1076 is not already in the list, add the bank by clicking on the **[1 Add Bank]** button.

This table will list only the banks for which they prepare these questionnaires.

Enter a unique code for the new bank (up to four alphanumeric characters).

Enter the Bank Name.

Both of these are required to set up a new bank.

Once the new code is added, fill in other information such as the address, city, state, and zip code.

2.1 Get a Listing of Available Banks (Edit List #10068)

Click the Edit List button to display this prompt:

Choose to run the report as ⊙ **PDF** or ⊙ **Excel**.

```
10|068-MBBNKTABEDT.REP

                                              Heritage Village Master Association
                                              Bank/Mortgage Companies Edit List

======  ============================  ==================================================  ========
Code    Description                   Address                                             Status
======  ============================  ==================================================  ========
1       BANK ONE                                                                          Active
1234    BANK 12 34                                                                        Active
AMER    AMERIPRISE MORTGAGE                                                               Active
AMS     AMERISAVE MORTGAGE                                                                Active
BOA     BANK OF AMERICA                                                                   Active
CARM    CARRINGTON MORTGAGE                                                               Active
FDM     FREEDOM MORTGAGE                                                                  Active
FFM     FREDDIE MAE/FREDDI MAC                                                            Active
ION     ION BANK                                                                          Active
TDB     TD BANK                                                                           Active
USB     US BANK                                                                           Active
WFRG    WELLS FARGO BANK              229 MAIN STREET SOUTH                                Active
                                      SOUTHBURY, CT 06488-0000


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12      Addresses
======
```
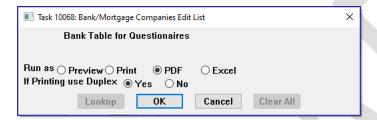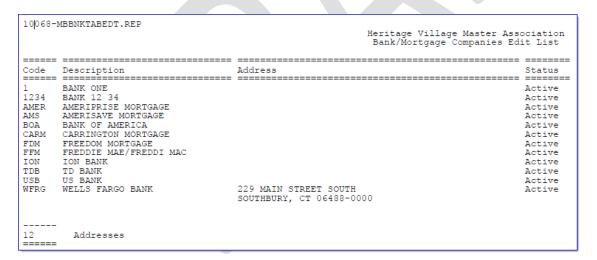
These examples are for demonstration purposes; HVMA will update this table with the actual requesting banks as necessary.