

REQUEST FOR PAYOFF INSTRUCTIONS

The Ohio Attorney General's Collection Enforcement Section has the following procedures for Title Companies to obtain payoff information on debts certified to it for collection:

All routine requests for payoff balances must be submitted by FAX or email. As is currently required, the written consent of the debtor/taxpayer MUST accompany the request – this cannot be an electronic signature, it MUST be a hand-written signature.

Every effort will be made to process all properly submitted written requests within 5-10 business days of receipt. Based on the search criteria provided in the request, we will conduct a search of our records to identify certified debts owed by the taxpayer for liens recorded prior to closing. Our written response will be returned via FAX or email. Requests that are lengthy or complicated in nature will involve a longer processing time.

Forms for requesting information and supplying the debtor's consent will be available through the Ohio Land Title Association, the Ohio Association of Realtors, and the Collection Enforcement's page of the Attorney General's website (<u>www.ohioattorneygeneral.gov</u>). A dedicated fax number (614-644-7106) and email address (<u>CE Title Desk Payoffs@ohioattorneygeneral.gov</u>) is available to expedite your requests for payoff information.

REQUIRED INFORMATION TO PROCESS A PAYOFF REQUEST:

In order to process a payoff request, please provide the following:

- Full Social Security Number
- Serial/account number(s)
- Risk/Claim number for BWC liens
- Employer FEIN if the request is being made for a business
- Consent form signed by taxpayer or surviving spouse/executor
- Copy of death certificate showing full social security number (if applicable)
- Legible handwriting or printing If the information is unclear or unable to be read, we cannot process the request.

We cannot process a payoff request, if one or more of the above items are missing from the request form.

We ask that before re-submitting a Request for Payoff Information, you would please call the designated Payoff Voice Mail number at: 614-466-9393, and leave a voice mail concerning your inquiry. Your call will be returned within 3 business days. Please be sure to include your name, the name of the title agency or lending institution you represent, the name of the party you are requesting the payoff information for, the date your original request was faxed to our office, and a telephone number in order for us to return your call.

Due to current volume of requests, every effort will be made to respond to your request within 10 business days. Please refrain from leaving a message or resending your fax until you have learned we have passed the date you sent your request to us. If the date we are currently working on IS past your date of request, please leave a message and we will call you back to discuss.



Collections Enforcement Office 614-466-8360 Fax 614-644-7106 150 E Gay Street, 21st Floor Columbus, OH 43215 www.OhioAttomeyGeneral.gov

Request for payoff information

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	(To be completed by	Realtor or Title Company)	
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	have been certified to the Attorney Gene		
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Signed	d:	Date:	
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Signed	d:	Date:	
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Social S	Security Number(s):		
Federal	al Employer ID Number (FEIN):		
Employ	oyer Number for ODJFS:		
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Other:			
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Additional information which might facilitate the search such as recorded liens are helpful, but not required.

Note: We cannot accurately process a request that only states judgment lien information by case number, volume and page number(s). If you are requesting payoff information on a state tax lien, an assessment serial number should be provided. If you are requesting payoff information on a Bureau of Workers' Compensation lien, a risk/claim number should be provided. These reference numbers appear on the face of the liens and can be obtained from the Clerk of Courts/Recorder's office where the lien is filed. Thank you for your cooperation.

(2)