

# RREAL IN Frequently Asked Questions (FAQs)

# Frequently Asked Questions (FAQ)

Q. When must I complete the online form?

A. All closing transactions are to be entered into the database as soon as possible or within 10 business days of the closing date. See IC 6-1.1-12-43

Q. How do I create an account?

A. Go to the application home page. Select the “Create Account” link. Complete the account profile, verify your information and select “Submit”. Once your account is approved, you will receive an e-mail with your username and temporary password. You will be required to change the password, upon your initial log in.

Q. How do I request my username or password, if I forget?

A. Go to the application home page. Select the “Forgot Username” or “Forgot Password” link and complete the profile information. An e-mail with your username or temporary password will be sent to your e-mail address, submitted with your initial profile.

Q. What do I do if an individual or institution refuses to provide information related to the transaction.

A. In the comments section, include the name of the individual or institution and the information being withheld.

# FAQs Continued

Q. How do I update my account information (e-mail, contact info, etc.)?

A. Submit an e-mail to the Administrator with the current information. *Go to the application home page. Select the [rrealin@idoi.in.gov](mailto:rrealin@idoi.in.gov) e-mail link in the lower left corner of the screen. You will receive an e-mail, once your account is updated.*

Q. How do I request edits or corrections for a previously submitted transaction?

A. Submit an e-mail to the Administrator and include the information that needs to be changed, along with the transaction number from your confirmation e-mail. *Go to the application home page. Select the [rrealin@idoi.in.gov](mailto:rrealin@idoi.in.gov) e-mail link in the lower left corner of the screen. You will receive an e-mail, once your form is updated.*

Q. How can I view previously submitted forms- completed by myself or other agencies?

A. Only state government agencies will have access to view and retrieve data submitted in the database.

Q. Will the general public have access to the database?

A. No. Access to the database is not provided to the general public.

# FAQs Continued

Q. How will the information be used that is entered into the database?

A. The information will be used by Indiana state government agencies as an investigative tool and for various auditing and reporting functions. Also, to help with fraud prevention efforts.

Q. How do I get trained on using the database?

A. Send a request to [rrealin@idoi.in.gov](mailto:rrealin@idoi.in.gov) to schedule a training via conference call. Request for onsite training will be assessed on a case by case basis. Additionally, an online training module is available via the RREAL IN website at [http://in.gov/IDOI/in\\_rreal/Login.aspx](http://in.gov/IDOI/in_rreal/Login.aspx)

Q. How do I obtain the information on the appraisal?

A. The Mortgagee is responsible for providing information on the appraisal.

Q. What if I do not have an Appraisal associated with my transaction?

A. Enter N/A in the information fields and 02/02/2222 for the Appraisal Completion Date.

# FAQs Continued

- Q. How will I know my transaction was submitted successfully?
- A. If you have followed the proper steps for successful submission (See slides 25 – 34) you will receive a system message, indicating “Information submitted successfully..” Additionally, you will receive a confirmation e-mail, to the e-mail address on your user profile. This e-mail will include a transaction confirmation number. It will also include the details of your submitted transaction. Please be sure to check your junk or spam folder, for the confirmation.
- Q. Is there any information I should retain for my records, regarding the information submitted via the RREAL IN?
- A. In preparation for state audits or exams to, show proof of continued compliance, it is suggested that the confirmation e-mail be retained and filed electronically. Review the e-mail to ensure the information captured is accurate.
- Q. What do I do if I am the closing agent for a split closing?
- A. Submit the transaction with all of the information available to you, at the time of closing (enter UA/ or N/A as needed). Add “Split Closing” in the comments section. The second closers will follow the same process.

# FAQs Continued

- Q. Is there a fine or penalty associated with the requirements of the mandate?
- A1. For licensees generally-There is a \$100 Fine for *each* qualifying closing transaction, to which the person or agency fails comply, by providing the necessary information to the closing agent. Fines will be enforced by the state agency that has administrative jurisdiction over the licensee.
- A2. For Closing Agents Specifically-There is a \$25 for *each* closing transaction, to which the closing agent fails to comply with the statute.
- Q. What types of transactions should be entered?
- A. All mortgage and non-mortgage related transactions for Real Residential property located in the state of Indiana. This includes, but is not limited to, First Lien Purchase, Refinance, Home Equity Lines of Credit (HELOCS), Cash Purchase, Reverse Mortgages, Land Contracts, and Subordinate Mortgages.
- Q. Can I share a RREAL IN user account with my co-worker?
- A. This is not recommended. Sharing accounts will cause an overlap or merging of transaction data. All person entering data should have a separate user account.

# FAQs Continued

- Q. How do I enter information on a Habitat for Humanity closing transaction?
- A. Complete all fields with the exception of the following: Real Estate Info section (all fields), Loan Originator and Loan Brokerage Business. Indicate N/A in these fields. Also, note “Habitat for Humanity Closing” in the comments section.
- Q. Can we charge a fee to compensate for time and effort associated with this process?
- A. No separate line item fee can be charged for processing information in the database. However, a *minimal* increase (\$5 - \$10) to the bundled closing fee is allowed.
- Q. Are banks or other lending institutions required to enter transactions into the database?
- A. Yes. When requesting a RREAL user account, Lending Institutions should use their assigned NMLS, FDIC, NCUA, or DFI numbers in the license number field.
- Q. Will the Sales Disclosure Form be incorporated into the database?
- A. No. At this time, the disclosure form is not incorporated into the functionality or processes for the database.

# FAQs Continued

- Q. If all the fields are required, how do I complete a field for information that is unavailable at the time of closing, or not applicable to the transaction?
- A1. Any information that is applicable to the transaction, but not available at the time of closing, enter U/A in the field for the absent information and add a comment, indicating why the information is not included.
- A2. If information is not applicable to the transaction, enter N/A in the field and add a comment indicating why information is not applicable.
- Q. As a Mobile Notary, am I responsible for entering the closing transactions, I complete?
- A. Yes. However, The lender or title agency is responsible for providing all the required information. Enter all the information available to you at the time of closing (enter U/A or N/A as needed) and add “Mobile Notary” along with your comments in the comments section (ex: info not provided by bank, etc
- Q. What do I do if I forget to enter transactions or have not entered transactions since the effective date?
- A. All qualifying transactions are required to be entered. To avoid penalty, contact the RREAL IN Project Manager at 317-234-5881 or via email at [rrealin@idoi.in.gov](mailto:rrealin@idoi.in.gov) to arrange entering any missing or delinquent transaction.

# FAQs Continued

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Q. Are Business and Commercial transactions reportable?

A. Yes. If a business or commercial loan transaction is secured by a residential property, the transaction is reportable.