



OFFICIAL COMPANY NEWSLETTER OF POSITIVELY  
BALANCED, LLC.

## Looking Back at 2020

MARY ANNE HARRIS, PRESIDENT



To Our Valued Clients,

It is hard to believe we are already in 2021. 2020 was a challenging year to say the least. Despite all the disruption COVID-19 has caused in our industry, I am reminded how we have weathered challenging times before.

History also reflects that times like these are often a catalyst for **innovation, growth, and positive change**. These three things are some of the key areas that we focused on throughout 2020.

2020 made us more aware than ever, that our company depends on the faithful partnership of our clients. We appreciate your business. We appreciate you choosing us.

### Innovation

As we navigated through the new digital world we live in, Positively Closed was launched as a virtual closing assistant. This modernized sister company broke ground into a new form of servicing our clients relating to Pre-Closings, Closings, Post Closings, File Clean-Up, and Escheatment of Unclaimed Property.

### Growth

With the addition of a new company, came new faces. As we welcomed additional employees to our PB/PC team, we are expanding our Account Managers, Positive Pay, and Bookkeeping departments. In order to keep our clients satisfied, we have hired dedicated and experienced professionals to expand our company.

### Positive Change

Change has been constant in the year 2020. From withstanding the hardships that COVID-19 brought, we are excited to launch our newest Client Education program. In order to bridge the gap between PB and our clients and their staff, our newest department will educate, train, and evolve our clients in all of the operations and services available.

## Positive Pay Process

SARA STONER, POSITIVE PAY MANAGER



**FRAUD PREVENTED \$1,083,071.58**

The process of performing Positive Pay is one that is time sensitive and requires fast and effective communication with our clients in an effort to protect them from fraud hitting their accounts.

If you are interested in our Positive Pay department handling your accounts, please contact Sara@positivelybalanced.com.

# Client Education

DANIELLE KIRBY, DIRECTOR OF EDUCATION



Our training department is responsible for new employee teaching, and we strive to cultivate an environment of continuous learning for all of our employees, in order to offer our clients the best customer service possible.

We are excited to announce a new area for our department for 2021, client education. In order to bridge the communication and company/client gap, we have created a list of topics this education program will cover. As we embark on a new year, we hope this aids in a better understanding of what PB offers. The following are included in the program:

- **Basics of Escrow Accounting**
- **PB Weekly Reports and How These Affect Audit Preparedness**
- **Opportunities for Improvement in Escrow Account**
- **E-Recording Process**
- **Software Procedures Guidance**
- **Operations Guidance**

*We really want to help our clients to truly understand their escrow account and ensure everyone is ready for their audits! If you have any interest in the above program, please contact Danielle at [Danielle@positivelybalanced.com](mailto:Danielle@positivelybalanced.com)*



# Compliance Corner

JESSICA GEIGER, DIRECTOR OF COMPLIANCE



As the calendar year closes out, I find it helpful to review any possible problems that should not carry over into the new year. I strongly encourage clients to review their reports and reach out to their account manager to work on resolving items that could carry over into the next year.

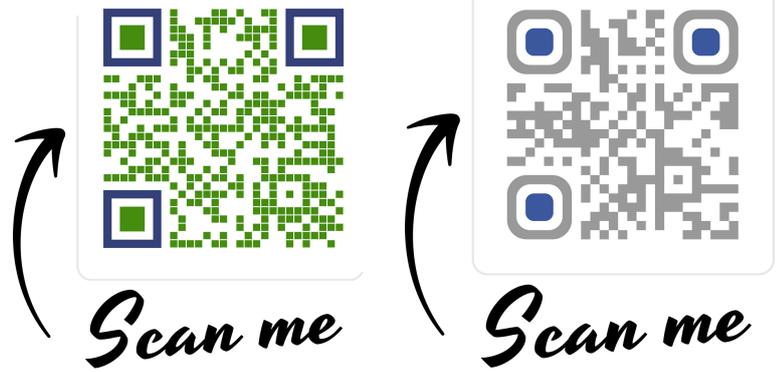
Specific topics to review include:

- **Trial Balance Report:** This report displays any closing files/orders showing a non-zero balance. Take special notice of any files showing a negative balance after the closing has occurred. Research why there is a negative balance – Did something clear for a different amount? Did duplicate funds get sent out? Then work to resolve the file balance by either funding the discrepancy from an operating account or reaching out to the party who owes the funds. Also, look over files with a positive balance – are any of these closings that were cancelled? If funds were received and the closing did not occur, the funds need to be returned.
- **Earnest Money, Research, or Balance ledgers:** If you have any transactions sitting in a non-closing ledger, work to find where that transaction should belong. As time passes, it becomes harder to locate where these transactions truly belong.

**Reminder:** Always reach out to Positively Balanced if there is a question concerning quality or status of escrow/trust accounts.

## What's New?

In June 2020, Positively Balanced launched a new sister company, **Positively Closed.**



## Services We Provide

*Pre-Closings*

*Closings*

*Post Closings*

*File Clean-Up*

*Escheatment of Unclaimed Property*

"I began using Positively Closed this year and I believe it was the right choice for my office. The attention to detail and availability of the pre and post closer, Donna, has surpassed my expectations. I highly recommend the use of Positively Closed!"

SUZZETTE REYES, ESQ.  
TITLE AGENT

"As of December 31st, the Positively Closed team closed 250 files. Our dedicated team services closings, preparation of title commitments, various pre-closing projects, and file clean-up of outstanding checks.

With two new clients on-boarding this month, PC also looks forward to servicing new clients in 2021. Positively Closed is thankful for the loyal clients who began and trusted us in 2020."



DONNA STARBOARD  
CLOSING MANAGER

## SERVICES OFFERED

- Escrow Reconciliation
- Positive Pay
- Bookkeeping Services
- 1099-S Filing
- Florida Data Call



## SERVICES OFFERED

- File Clean-Up
- Pre-Closing
- Post-Closing
- Closing
- Escheatment of Unclaimed Property
- Audit Preparation
- Back Office Solutions

**Positively Balanced, LLC.**

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