

# Process for the Authorized Signer to Approve and Submit an Escrow Reserve Request via GetSign



The request process is handled completely online. The process is completed using the online platform **monday.com** in conjunction with **GetSign**, an app for monday.com to create, send, sign, and track electronic signatures (eSignatures).

1. The requestor's **Contact Person** completes a monday.com online [Reserve Account Withdrawal Form](#) and then clicks the Submit button. The images below show the beginning and end of the form.

## Reserve Account Withdrawal Form

This request form must be completed by the Owner, Agent, Developer, or Authorized Designee to request a withdrawal from the Reserve Account.

General documentation requirements can be found here:  
<https://www.ihda.org/wp-content/uploads/2024/10/Reserve-Request-Instructions-Revised-09.23.2024.pdf>.

Or visit Compliance Connection to view requirements for your property,  
<https://www.ihda.org/annual-compliance/>

### Development Name\*

Please use the development name listed in the IHDA documents.

### Loan Account Number\*

Loan numbers are in the format xx-xxxxx-xx and can be found in your Mortgage Statement or Quarterly Statement of Escrow. An incorrect loan number will delay processing of your request and can lead to a rejection.

### Property Street Address\*

### Authorized Signer's Email\*

### Authorized Signer's Title\*

### Authorized Signer's Company\*

### Notes

Please include any notes you have about this request in the space below.


Save as draft







Submit

2. After the Contact Person completes the monday.com online form and clicks the blue Submit button, the **Authorized Signer** will receive an email from IHDA via GetSign with the subject, "Action Needed: Reserve Request Signature Needed by IHDA" requesting their signature to complete the submission process. The email is sent from [donotreply2@ihda.org](mailto:donotreply2@ihda.org) and looks like the screenshot below.

[EXTERNAL] Action Needed: Reserve Request Signature Needed by IHDA

 IHDA - via GetSign <donotreply@getsign.jtpkapp>  
To: Authorized Signer

 If there are problems with how this message is displayed, click here to view it in a web browser.

  Reply  Reply All  Forward  

Fri 11/1/2024 12:05 PM



Your signature is needed to begin the review process of  
your recent escrow reserve withdrawal request.

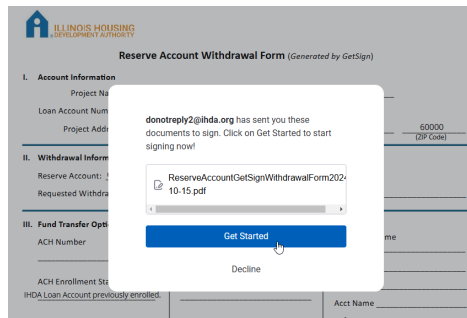
IHDA ([donotreply2@ihda.org](mailto:donotreply2@ihda.org)) has requested a signature.

Review & Sign

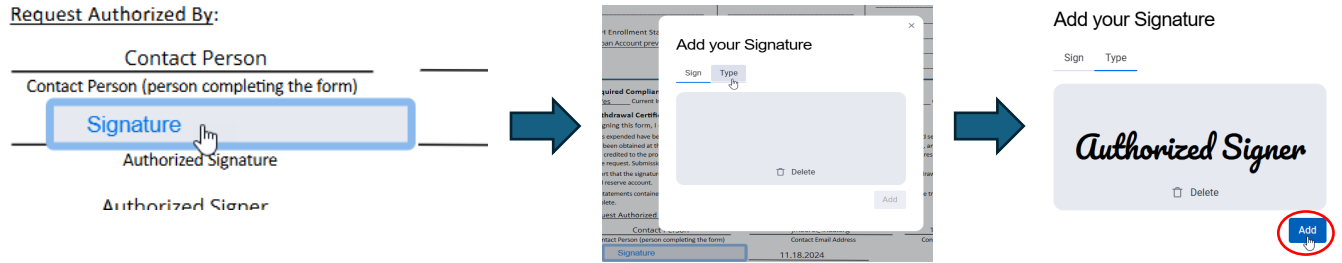
3. Click the blue Review & Sign button at the bottom of the email to access the request form.



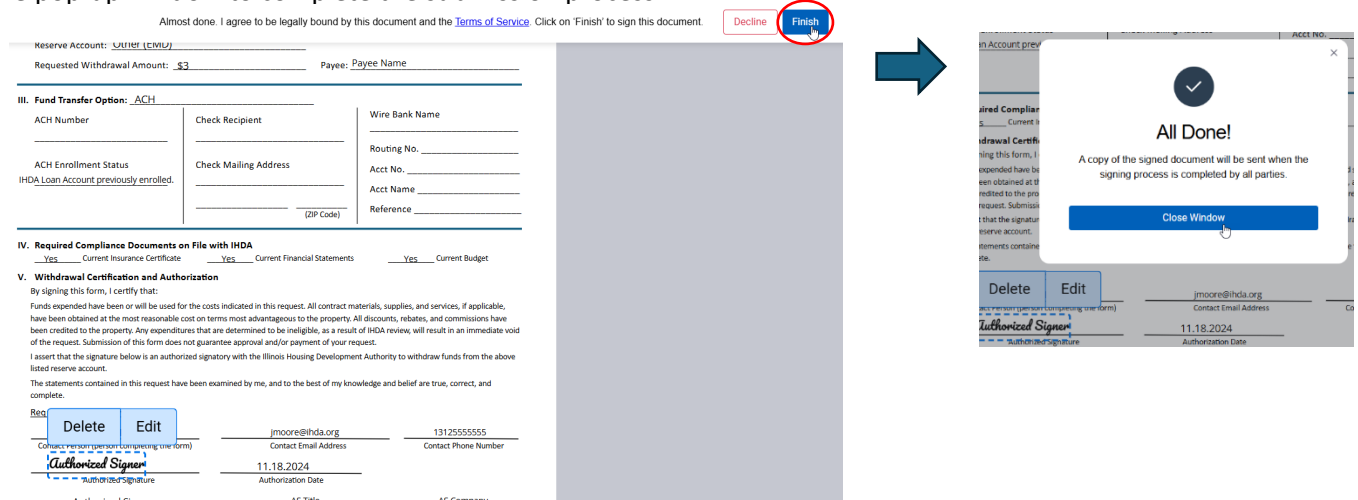
4. Click the blue Get Started button to open the document for signing.



5. Scroll to the bottom, click the Signature field, sign the form, and then click the blue Add button. You can sign using your finger/mouse, or select "Type" to enter your signature using the keyboard.

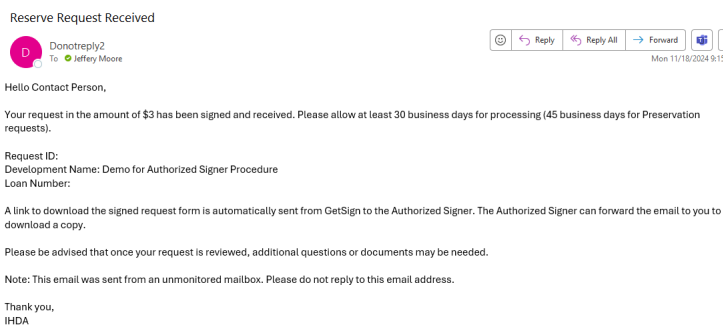
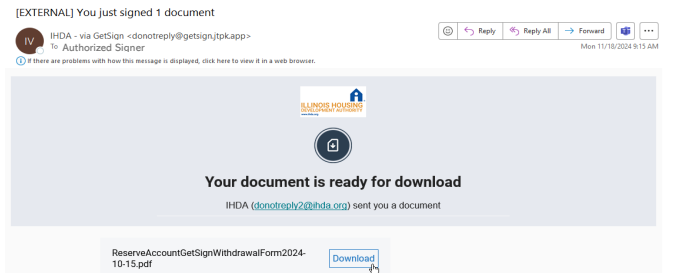


6. Click the blue Finish button in the top right corner of the screen, and then click the blue Close Window button in the pop-up window to complete the submission process.



7. You will receive an email, similar to the one shown at the right, with a link to download the signed request form.

- a. You can download and save the form.
- b. You can also forward the email to others so they can download and save it.



8. After the Authorized Signer completes the process, the Contact Person will receive a separate email stating that the request has been successfully submitted.