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Client Incoming/Outgoing Wire Procedures

Effective November 2016

In order to prevent the possibilities of Wire Fraud committed on our Clients' hard earned money, please take note of our following procedures:

Incoming Wires from Client

- Wire instructions shall be provided directly to the customer – reduce third party liabilities
- Clients to call us before the wire is sent to confirm our wire instructions

Outgoing Wires to Client

- Clients to complete and hand sign our "Instructions for Proceeds" form
- Clients to provide their telephone number. Out of the state or country clients must provide best Pacific Standard Time to call and Country Code numbers.
- Before wiring out Viva Escrow will call the Client directly to confirm wire information and amount. No wire will go out until Viva Escrow has personally talked to the receiving Client.
- Changes to the way proceeds are sent will require Clients to complete sign, and hand to Viva Escrow a new Instructions for Proceeds form.
- Viva Escrow WILL NOT take any instructions for change via an e-mail request. If a change is requested, please contact your Escrow Officer directly by phone for the procedure.

Your money is extremely important to us! Thank you for helping us help you!

Always be aware of possibilities of Wire Fraud!