FILE FLOW FOR OPERATIONS

Client runs our pricing engine, submits a complete package and follows instructions on how to submit a loan. *("How to Submit Loans" is under the FORMS section of our website.)*

Set up get the file and reviews file for completeness.

If complete, file is given to designated Account Manager (AM).

If not complete, set up e-mails Broker and AE (*File will not move forward until complete package is received)*

AM pre underwrites the file, orders 4506, appraisal, runs DU, and makes sure file is ok for Underwriter to review. If any issues arise, AM will notify AE and client.

Once the file is ready, AM will submit loan to Underwriting *(In Webtrac the "Submitted" date will be inputted at this time)*

U/W decisions the file according to posted turn times

If Approved: File will be given to Account Manager

Account Manager e-mails Conditional Loan Approval to Broker & AE (same day as approval is received)

If Denied or Suspended: File will automatically be reviewed by Credit Officer and Ops Manager to propose a counter offer (if available) or provide a detailed explanation for the denial and/or suspense.

Conditions are sent via e-mail or fax to Account Manager

When conditions are met, file is given to u/w to review
If all conditions ***are cleared***:

Account Manager prepares file for docs

***** File is okay to lock at this time – please see Rate Lock Policy *****

Sends Lock N Doc form to AE and Broker to approve

File is given to Doc Department to prepare and send docs to escrow

Account Manager confirms signing appt with escrow and Broker/AE
If conditions are ***not cleared***
File is given back to Account Manager

Account Manager e-mails updated approval to AE and Broker with outstanding conditions.
Signed docs are received and logged into funding.

Funder reviews docs and sends funding conditions to Escrow Company and Account Manager

Account Manager works with Broker and AE to clear Broker funding conditions

Loan Funds

Account Manager e-mails AE and Broker confirming funding of loan.

**** Files in the pipeline for 30 Days will be addressed by Management *****

****All communication for loan status or questions goes thru Account Manager(s),*
Please see "Who To Contact" section of our website for direct phone numbers.