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Start
Click on the START button and select one of the options:

New Prospect
This will allow you to shop for rates and select the loan program, prior to completing the application.

Shopping For Rates
The Fields with a * are required fields that must be filled out to get a price.
You can optionally fill in borrower and co-borrower information on this page or you can go right to Loan Information and price; however, it is not required. Whatever Borrower information you enter will populate to the loan app once you select a loan program and rate option on the pricing grid.

If you want to price an FHA, VA or USDA loan, check mark the box next to that option and answer the questions that appear.
Select the search criteria you want and click **Shop for Rates**. [Hint: The **SAVE** button will only be enabled if you have at least the borrower first and last name. Use this feature if you want to save the information as a prospect and come back to it later to shop for rates and/or complete the application.]

**Shop for Rates** will take you to the pricing screen with all your eligible and ineligible products.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>P&amp;I</td>
<td>Price $</td>
<td>Margin</td>
<td>Rate</td>
</tr>
<tr>
<td>940</td>
<td>0.000</td>
<td>3.675</td>
<td>99.875</td>
</tr>
<tr>
<td>955</td>
<td>0.600</td>
<td>4.000</td>
<td>100.500</td>
</tr>
<tr>
<td>969</td>
<td>1.125</td>
<td>4.250</td>
<td>101.375</td>
</tr>
<tr>
<td>984</td>
<td>1.250</td>
<td>4.250</td>
<td>102.000</td>
</tr>
<tr>
<td>999</td>
<td>2.375</td>
<td>4.250</td>
<td>102.500</td>
</tr>
<tr>
<td>1,013</td>
<td>3.500</td>
<td>4.250</td>
<td>103.000</td>
</tr>
<tr>
<td>1,023</td>
<td>4.425</td>
<td>4.250</td>
<td>103.750</td>
</tr>
<tr>
<td>1,043</td>
<td>6.750</td>
<td>4.250</td>
<td>104.500</td>
</tr>
</tbody>
</table>

Click the arrow to the left of the loan program to open up all the rate & lock period options available for that product. The price and net closing cost will be displayed for each rate option.
You can select the rate/price options to compare, by selecting the check box next to the desired options. This will move the selected options to the main grid view where you can apply for the desired loan program or create a loan detail comparison report.

<table>
<thead>
<tr>
<th>Product</th>
<th>P&amp;I</th>
<th>Rate</th>
<th>Days</th>
<th>Points</th>
<th>Price $</th>
<th>Closing Costs</th>
<th>Cash Price</th>
<th>Monthly Savings</th>
<th>Life of Loan Savings</th>
<th>Even</th>
</tr>
</thead>
<tbody>
<tr>
<td>SkyBox (DU/LP) 30 Yr Fixed (R101)</td>
<td>940</td>
<td>3.875</td>
<td>30</td>
<td>0.375</td>
<td>750</td>
<td>3,670</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Mo</td>
</tr>
<tr>
<td>984</td>
<td>4.250</td>
<td>30</td>
<td>(1,875)</td>
<td>(3,750)</td>
<td>(830)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Mo</td>
</tr>
<tr>
<td>1,013</td>
<td>4.500</td>
<td>30</td>
<td>(2,875)</td>
<td>(5,750)</td>
<td>(2,630)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Mo</td>
</tr>
</tbody>
</table>

Under the **Closing Cost** column, you can choose 3 different options for how you want the system to display total closing cost for each rate options. The default view is to display Closing Costs as Lender fees and 3rd Party. Alternatively, you can choose to have the Closing Costs include Prepaids or Prepaids and Reserves.
Click the closing cost dollar amount to see a detailed summary of closing costs.

Once you have decided on a rate and program – click **Apply** the application process.
Pricing Adjustment for Loan Detail Comparison Report

As a loan officer, you have the ability to adjust the **points** and the **price** of a loan product prior to creating a Loan Detail PDF Comparison Report

- Starting from the pricing screen **click** on the arrow to the left of the choice loan program
- **Click** the appropriate **Rate** and **Rate Lock** box that you would like to display on the report
- The checked items will appear in the upper grid view for the selected loan product
- As the user, you **click** either the **Points** or **Price $** in order for the **Copy Product** feature to appear

---

- An editable new line item will appear for points and price
  - **Depending on weather the Price $ or the Points is manually adjusted dictates which item is automatically updated along with the Closing Costs**

---

**Copy Product** button highlighted in the interface.
• The changes as well as an itemized list of all closing costs are viewable by clicking the total Closing Costs number

*The Apply option is not available for added rate options

• In order for you to move ahead in the process you must click the Apply button

*To create a Loan Detail PDF Comparison Report with the new adjustments you must:

• Click the check boxes to the right of the newly added line items
• Once the items to be compared are selected click the
  o Borrower’s first and last name must be entered at a minimum before clicking Save to generate the report
• The report can be viewed by clicking (blue paper stack) in the upper right hand corner of the screen
• The blue paper stack will expand the screen to show all rate quotes generated for the current loan
  o These can be viewed by clicking which will display the rate options in a detailed side by side comparison report

Transfer Tax Question
This verification is designed to confirm whether additional fees on a REFINANCE LOAN need to be added by Closing Corp based on the product selected. This will ensure a more accurate estimate of closing costs is being quoted to the borrower.

A modal window will appear once you attempt to Update a product IF the DTI is greater than 0% AND the product selected requires the additional information. Once the modal window opens, answer the questions that appear and click Continue

<table>
<thead>
<tr>
<th>Tax Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are individuals being added to or removed from property title?</td>
</tr>
<tr>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>What is the taxable value transferred, if any?</td>
</tr>
</tbody>
</table>

[Continue] [Cancel]
Loan Detailed Comparison Report
To create a Loan Detailed PDF Comparison Report, start by checkmarking the rate options you would like to compare on the report. They will automatically appear in the section above the grid.

To select which of those options you would like displayed on the Loan Detailed Comparison Report, checkmark the box to the right of the apply/update button [You may select up to five options]. Then click the blue Share button.

* Borrower’s first and last name must be entered at a minimum before clicking Save to generate the report. It is not necessary to enter an email to proceed.
Once the system has saved the PDF report, click on the blue paper stack icon on the top right corner of the screen.

This will reveal the PDF icon. Press that icon to download a copy of the report to your desktop. You may now preview the report and then attach it in an email to your borrower with your own custom message.

The first page will be a summary of all the options selected while each subsequent page will break down in detail each of those options.
**Taxes & Insurance / HOA Calculator**
Click on the blue impound calculator at the top center of the screen. From here, you can change the Property Tax and Homeowners Ins factors and manually enter Flood Insurance and/or HOA Dues.

This is also where you can change your Impound preference by selecting/deselecting the desired impound options.

---

**New Refinance**
This will take you directly to a new refinance loan application, without prompting you to shop for rates and select the loan program first.

**New Purchase**
This will take you directly to a new purchase loan application, without prompting you to shop for rates and select the loan program first.
**Pricing a loan with a Concurrent Second Mortgage**

IMP will pass the CLTV and HCLTV on Refinance and Purchase Loans so that you can Price a loan with a Concurrent 2nd Mortgage. The user will then have the option to disclose the 1st in iMP and the second (brokered) in Encompass or they may export the loan to Encompass prior to disclosing and have both the 1st and 2nd disclosed from there.

**FIXED Concurrent Seconds:**

Go to the **Prospect Page** navigate to the **New Loan** section. Update the “**Concurrent 2nd Mortgage**” comment to ‘Fixed’ and enter the 2nd Mortgage amount. You'll notice the LTV/CLTV update to reflect the newly added mortgage.

These fields are also available in **Section VII – Details of Transaction** section of the **Loan Details** page line j.

Click the blue dollar amount in line j **Subordinate Financing**. From here you can enter the Interest Rate and Term of the concurrent 2nd and the system will calculate the monthly payment for you. **You may also update the 2nd Mortgage loan amount and/or type (fixed/HELOC etc.) and reprice.** Changes here will reflect on the prospect page and vise versa.
HELOC Concurrent Seconds:

Go to the Prospect Page navigate to the New Loan section. Update the “Concurrent 2nd Mortgage” comment to ‘HELOC and enter the 2nd Mortgage amount. Enter the Credit line Cap amount. You’ll notice the LTV/CLTV/HCLTV update to reflect the newly added mortgage.

These fields are also available in Section VII – Details of Transaction section of the Loan Details page line j.

Click the blue dollar amount in line j Subordinate Financing. From here you can enter the Interest Rate and Term of the concurrent 2nd and the system will calculate the monthly payment for you. You may also update the 2nd Mortgage loan amount and/or type (fixed/HELOC etc.) and reprice. Changes here will reflect on the prospect page and vise versa.
My Lists

List View

A. Column Title – When hovering over a column title, you can click on the blue pin icon to expand a filter and search view.

B. Column Options – This is where you can customize which columns you want to be visible or hidden in your custom view.

C. Clear All Filters – Clear all filters applied to columns.

D. Refresh – Reloads the current list.
Column Options
A. Up/Down Arrows – This will allow you to sort your columns.
   a. Click on column title from the list on the right
   b. Click on the up or down arrows to move the column
B. Add a Column – To add a column, select the title from the Available Columns list and click on the Right Arrow button to add it to the Selected Columns list.
C. Remove a Column - To remove a column, select the title from the Selected Columns list and click on the Left Arrow button to add it to the Available Columns list.

Click on the blue update button to save changes.
Standard Lists

Prospect
The Prospect list contains all files that do not have all six pieces of information required to trigger disclosures.

PreApproval
The PreApproval list contains all purchase preapproval that do not have a subject property identified. ie: the subject property is TBD.

Incomplete
The Incomplete List is a list of all loan applications with the 6 pieces of information required to trigger disclosures, but are missing other required fields on the 1003.

My Pipeline
This list includes all loans that have been started.

Processing
List of completed loan applications that have disclosures (Intent to Proceed) signed.

Adverse
List of all loans that have been adverse actioned.

Closed Loan
List of closed/completed loans.

Cancelled Loans
List of all loans that have been cancelled.

Disclosures

Pending Disclosures
List for loans that have the six required pieces to disclose.

Pending eConcent
List for loans where the borrower has not logged on to their loan portal and eConsented.

Mail Room
List of loans that have been queued to have disclosures sent via standard mail.
Rate Lock & Pricing

Concessions
This is a list of loans that have a concession pricing requested.

Appraisal

Order Requested
List of loans with Appraisals requested.

Order Processed
List of loans with appraisal requests that have been processed.

Delivered
List of loans where the appraisal has been delivered.

Exceptions
Coming soon...
Loan

Loan Application
The loan application is broken up into six sections:

You may navigate freely to and from each section once you have entered at least the borrower’s name. Alternatively, you may use the previous and next buttons at the bottom of the screen.

When all fields have been completed in a section, a green checkmark will appear next to the section title.

If the required 6 pieces of information have been entered to trigger disclosures, a red checkmark will appear next to any section title that does not have all field completed.
### Personal

**Borrower Information**

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact</th>
<th>Employment &amp; Background</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Preferred Phone</td>
<td>Employment Status</td>
</tr>
<tr>
<td>Patricia Adams</td>
<td>Cell</td>
<td>Salaried Employee</td>
</tr>
<tr>
<td>Middle Name</td>
<td>Alternate Phone</td>
<td>On the job 2 years</td>
</tr>
<tr>
<td>Adams</td>
<td>Work</td>
<td>Yes</td>
</tr>
<tr>
<td>Last Name</td>
<td>Email</td>
<td>U.S. Citizen</td>
</tr>
<tr>
<td>Adams</td>
<td></td>
<td>Yrs of School</td>
</tr>
<tr>
<td>Sr. Sr., III</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Personal**

- Date of Birth: [ ] [ ] [ ]
- Marital Status: [ ] Select One
- Dependents: [ ] Number [ ] Age (i.e. 3.6.87)
- How did you hear about us?: [ ] Select One
- Lead Source: [ ]
- Lead Id: [ ]

**Co-Borrower Information**

**Title Information**

- Title held in: [ ]
- Names to be on title: [ ] Patricia Adams
- Manner title held: [ ] To Be Decided by Escrow

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Manage/Create User Account
When entering an email address, the Manage User Account window will appear. This can also be accessed by clicking on the silhouette next to the email address field.

In order to create an online user account, you will be required to confirm the email address, specify it is an online user, select and answer the security questions and click create account. The borrower will not receive an activation email prompting them for the answer to the security question. The activation will occur when the borrower logs in the first time to receive a Secure Link.

You can hover over the silhouette to see if the borrower is setup as an online or offline user.

Important: The borrower must be setup as an online user to electronically receive disclosures. If the borrower is an offline user, disclosures will be sent to the mail room to be physically mailed to the borrower.
**Unlocking a Locked User Account**

If the borrower locks their user account by typing in an incorrect password multiple times, the loan officer has the ability to *Unlock* the borrower’s account directly in the iMP. The borrower will receive an error message within the Consumer Site prompting them to contact their loan officer to unlock their account.

Your account has been locked as a result of too many unsuccessful login attempts.
Please contact your loan officer to unlock your account.

The loan officer will notice that the silhouette figure found under the Personal tab is now marked in red. The user must hover over the silhouette figure to access the *Manage User Account* modal in or to reset the locked account. The user will need to *Confirm Email* address of the borrower and select *Unlock* under the *Account Status* dropdown.
## Property

### Subject Property Address & Info

<table>
<thead>
<tr>
<th>Property Address</th>
<th>Estimated Value</th>
<th>Property Type</th>
<th>Purpose of Refinance</th>
<th>Occupancy Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>23101 Lake Center Drive</td>
<td>$310,300.00</td>
<td>Single Family</td>
<td>Cash-Out/Hera Improvement</td>
<td>Primary Residence</td>
</tr>
<tr>
<td>62618 Orange Ave</td>
<td>$310,300.00</td>
<td>Single Family</td>
<td>Cash-Out/Hera Improvement</td>
<td>Primary Residence</td>
</tr>
<tr>
<td></td>
<td>$310,300.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Borrower Current Address & Info

<table>
<thead>
<tr>
<th>Address</th>
<th>Ownership</th>
<th>Time at Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>23101 Lake Center Drive</td>
<td>Own</td>
<td>9 Years, 7 Months</td>
</tr>
<tr>
<td>62618 Orange Ave</td>
<td>Own</td>
<td>9 Years, 7 Months</td>
</tr>
</tbody>
</table>

---

**Note:** The image contains a loan application form with detailed information about a property and borrower addresses. The form includes fields for property address, estimated value, property type, purpose of refinance, and borrower information.
**Buying Stage**  
For purchase transactions, the buying stage can be changed from the property screen.

**Additional Property Details**  
Click on additional property details to enter more additional information about the property.

---

**Subject Property Details**

- **Final Subject Property Information**  
- **Address & County**  
  - 23101 Lake Center Drive  
  - Irvine, CA  92618
- **Appraised Value**  
  - $500,000.00
- **Property Inspection Waiver**  
  - No
- **Property Type**  
  - Single Family
- **Number of units**  
  - 1 - Detached
- **Property Rights**  
  - Fee Simple
- **Short Legal**
- **Full Legal**
- **Project Type**
- **Project Name**
- **CPM Project ID#**
- **Property Review**
- **Form Number**
- **Property Form Type**

[Cancel]  [Done]
**Adding a Property Inspection Waiver**

Within the **Subject Property** page there exists additional functionality under the **Additional Property Details** flyout link. The user has the ability to edit the borrower’s **Final Subject Property Information**.

The User can select “yes” or “no” regarding the addition of a **Property Inspection Waiver (PIW)**. Adding a **PIW** will cause a couple events to trigger within the iMP.
• The addition of the PIW will cause the Appraisal Fee, which is normally found on the Closing Cost Details, to be removed and replaced by the Property Inspection Waiver within section B.

• Under the Loan Details page in Section VII – Details of Transaction line f. will be changed as a result of the PIW being added to the Closing Cost Details screen.
Assets
Click on the blue Add Item icon in order to add a line item for additional assets.
Credit

Run Credit
Click on the blue Run Credit button to pull a new credit report

You will be prompted to record the borrowers verbal authorization by clicking Accept.

Once the credit has been run, the decision score will be displayed next to the borrower’s name. You can click on the blue I to get additional information regarding the other credit scores. The credit file can be accessed by clicking on the PDF credit report icon.
**Schedule of Real Estate**

Liabilities identified as a mortgage will appear in the real estate section. If they are here in error, they can be moved down to the liabilities section by clicking the blue down arrow.

Click on the blue edit icon to enter detailed real estate information.

1. Associate the liability with an existing or new address
2. Comment on the disposition of the property
3. Specify lien position
4. Enter property tax amount
5. Enter Home Owner Ins payment
## Real Estate Information

<table>
<thead>
<tr>
<th>Existing Address</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>23101 Lake Center Drive, Irvine, CA</td>
<td>Payoff at Close</td>
</tr>
</tbody>
</table>

### Property Address & Info

<table>
<thead>
<tr>
<th>Address</th>
<th>Unit #</th>
<th>Occupancy Type</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>23101 Lake Center Drive</td>
<td>CA 92618</td>
<td>Primary Residence</td>
<td>92618</td>
</tr>
</tbody>
</table>

### Property Type
- Single Family

### Estimated Value
- $500,000.00

## Lender & Loan Information

<table>
<thead>
<tr>
<th>Borrower</th>
<th>Lender Name</th>
<th>Loan Position</th>
<th>Loan Term</th>
<th>Loan Origination Date</th>
<th>Interest Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patricia Adams with Others</td>
<td>NATIONAL CITY BANK</td>
<td>First</td>
<td></td>
<td>01/19/2010</td>
<td></td>
</tr>
</tbody>
</table>

### Loan Type
- Mortgage

### Loan ID
- 9657304043

### Unpaid Balance
- $0.00

### Minimum Payment
- $236.00

### From Credit - Balance
- $6,000.00

### Payment
- $236.00

### Taxes and Insurance
- $1,000.00

### Late Payment History
- |
**Liabilities**
The liability section contains a list of all liabilities with a reported balance/payment on the credit report. The icons next to the creditor name will help easily identify if an account is held jointly, individually or an authorized user.

![Liabilities Table]

**Miscellaneous Expenses**
Additional expenses such as child support or unreimbursed business expenses can be entered in this section.

![Miscellaneous Expenses Table]
Credit Decision Score Override

*Note this feature is not typically available to those users with minimum/default privilege settings. Users that require access to this feature should engage their support team for use of the function.

This function is available for special circumstances where a borrower may not have a credit score or too low of a credit score to qualify for a loan product. Through this feature you will be able to change the borrower’s credit score to an acceptable number and continue the loan process.

- The user must first complete enough of the loan application to be able to Shop for Rates
- Should the user be unable to select a loan product because the borrower’s credit score is too low or may not exist, the can edit the Decision Score under the Qualifying Information section
The user should have a clear understanding of compliance standards and any implications a credit override may cause before proceeding.

- Once an acceptable credit score has been entered, usually an Average rating, the user should have the option to select a variety of loan products when shopping for rates.

- The new decision score can be viewed under Loan Details – Pricing Information as well as under the header box on the Credit tab.
- The credit report score will not change
Declarations
The declarations sections should be completed in its entirety.
Income

Previous or second employment can be added by clicking the blue Add Employer. Other income can be entered by clicking the blue Add Item, specifying the income type and amount.

<table>
<thead>
<tr>
<th>Income Type</th>
<th>Amount</th>
<th>Calculated Monthly Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overtime Pay</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bonuses</td>
<td>$30,000.00</td>
<td>$2,500.00</td>
</tr>
<tr>
<td>Commission Income</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Part Time</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Total Monthly**: $2,500.00

**Other Income**

<table>
<thead>
<tr>
<th>Borrower</th>
<th>Income Type</th>
<th>Amount</th>
<th>Calculated Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patricia Adams</td>
<td>Retirement/Pension Income</td>
<td>$1,500.00</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

**Other Income Grand Total**: $1,500.00

Patricia Adams: $11,500.00
**Multiple 1003**

While there are a few key differences when working with multiple 1003’s as compared to a single 1003 form the basic functionality remains the same. The user will start the first 1003 application process as they normally would, the differences in functionality will not become evident until each subsequent 1003 is started. The user may fill out up to six (6) 1003 forms per loan, they will be able to add up to five (5) applications by using the Add 1003 function.

A user must enter a *unique* email address for the borrower/co-borrower on every new 1003. While a borrower and co-borrower may share the same email on the same 1003 if they share a joint account, it is not possible across multiple 1003 applications.

The *Subject Property* information section on each subsequent 1003 will auto-populate with the information provided on the first 1003.
The user may **Run Credit** and **Create Initial Disclosures** for all 1003 applications simultaneously by engaging in these functions on the last 1003 application. The user still does have the ability to perform the aforementioned from the 1st 1003 to the last, however, in order to maintain the fluidity of the process it is preferred to stick to the recommended workflow.

The user must send all SecureLink emails individually as each SecureLink email is customized to the specific borrower.
Loan Details

30 Year Fixed Conventional | SkyBox - R101 - SkyBox (DULF) 30 Yr Fixed

$300,000.00
Loan Amount
Refinance
Loan Purpose
05/01/2016
Closing Date
3.875%
Rate
3.979%
Note Rate
Fixed
Amortization Type

$1,885.71
New Monthly Payment
$523.00
Current Monthly Payment

$272,367.01
Cash to Borrower
$300,000.00
Loan Amount

Pricing Information

Decision Score 723
Purpose of Loan Refinance
Loan Position 1st
Qualifying Rate 3.875%
Price 99,750 / $750.00
Terms 360 days in 360
Min. of liquid Reserve 36
Required Funds $550.00
Cash Out
FirstMortgage Holder NATIONAL CITY BANK
Original Purchase Amount $250,000.00
Purchase Date 06/10/2005
Income Verification Type Full Documentation

Monthly Income

Borrower Co-Borrower Total
Base Income $10,000.00 $10,000.00
Other Income $1,500.00 $1,500.00
Positive Cash Flow $11,500.00 $15,000.00

Monthly Liabilities

Borrower Co-Borrower Total
NFI Cash Flow $434.00 $434.00
Other Payments $434.00 $434.00
Total $868.00 $868.00

Debt to Income

DTI
Qual DTI
Housing
Fannie 7.304 7.904 4.138
Freddie 7.304 7.904 4.138
FHA 7.304 7.904 4.138
VA

Assets

Borrower Co-Borrower Total
Financial $125,000.00 $125,000.00
Automobiles
Life insurance
Total $125,000.00 $125,000.00

Housing Expenses Break Down

Rent
First Mtg. P & I $237.40
Second Mtg. P & I
Hazard Insurance $75.00
Flood Insurance
Taxes $250.00
Taxes $250.00
HOA $150.00
Other Total $1,885.71

Section VII - Details of Transaction

Figures as of
a. Purchase Price
b. Alterations, Improvements, Repairs
c. Land (if acquired separately)
d. Refinance (includes debt to pay)
e. Estimated Prepaid Items
f. Estimated Closing Costs
i. FHA Refinance
j. Subordinate Financing
k. Borrower's Closing costs paid by Seller
l. Other Expenses (explain)
m. Loan Amount (excluding n)

23101 Lake Center Drive, Irvine, CA 92618 | Orange County

$500,000
Estimated Value
$500,000.00
Appraised Value

Primary Residence Single Family
Occupancy Type

Property Rights
Fee Simple

Legal Description

Property Review
Form Number
Property Tax

42
Export to Encompass & Update Encompass

A user who has been given the rights will have the ability to manually export a loan to Encompass or manually update Encompass with newly added data from iMP.

Export To Encompass: ENABLED WHEN NO LOAN NUMBER HAS BEEN ASSIGNED. This feature is to be used when you have a file that you need to manually export to Encompass because credit was never run or the export failed when credit was called.

Navigate to the Loan Details Page and scroll to the bottom of the page. Click Export to Encompass.

A modal window will appear while the export is in progress and another will appear when the export is complete. Once complete the file will have a loan number assigned and can be viewed and accessed in Encompass.

Update Encompass: ENABLED WHEN A LOAN NUMBER IS ALREADY ASSIGNED. This feature is to be used when new data has been entered on a loan where credit has already been pulled and a loan number has been assigned but Initial Disclosures have not been created.

NOTE: This feature should only be used PRIOR to Creating and Disclosing Initial Disclosures. After Initial Disclosures are disclosed no further data updates should be made in iMP.

Navigate to the Loan Details Page and scroll to the bottom of the page. Click Update Encompass.

A modal window will appear while the update is in progress and another will appear when the update is complete. Once complete you may access the loan in Encompass and verify the new data has been updated.
Single Premium Mortgage Insurance

*The loan the consumer has selected requires (MI) Mortgage Insurance (DTI is over 80%). Mortgage Insurance can be found/edited in 2 areas:

1. In Loan Details – Housing Expenses Break Down (considered Section 5) the LO has the option to edit the Mtg. Insurance row/line by clicking on the button in the upper right hand corner of the section. By clicking into this functionality the LO has the option to edit the line by clicking into the dropdown menu and selecting 1 of 3 options: Monthly MI, Single Premium Non-Refundable, or Single Premium Refundable.
- Monthly MI – cost of MI is included in monthly loan payments over the life of the loan
- Single Premium Non-Refundable – the consumer pays one lump fee associated with the loan costs. This fee cannot be recovered by the consumer if they decide to sell or move away from this loan once completed.
- Single Premium Refundable - the consumer pays one lump fee associated with the loan costs. The fee is a bit higher in comparison to a Non-Refundable fee, however, the consumer is able to recover some or all of the fee through this option.
The LO will find that under **Loan Details – Section VII – Details of Transactions – section n.**

*PMI, MIP, financed Funding Fee* row will update with cost *IF* they chose a **Single Premium MI** option and that the **Housing Expenses Breakdown – Mtg. Insurance** row is now $0.00.

2. In **Closing Cost Details – G. Initial Escrow Payment at Closing** the button option is available to make edits to **New Taxes & Insurance / HOA Calculator Extended** – **Monthly MI** row.

*IF* the LO chose the **Monthly MI** option this will display under **G. Initial Escrow Payment at Closing – Monthly Mortgage Insurance (MI)**
Change Closing Date

Click the blue calendar to change the closing date.

Taxes & Insurance / HOA Calculator

Click the blue calculator next to the Housing Expenses to adjust impounds and housing expenses.
Details of Transaction

Click the blue calculator details of transaction to change the loan amount, estimated value, cash out, and purchase date and original purchase price.

Compliance Check

You can also run a compliance check before calling disclosures. (Companies have the ability to make “Run Compliance Check” required or optional. If required, the ability to create initial disclosures will be disabled until the compliance check is run and passes)

Click the Arrow next to “Save Loan Application” and select Run Compliance Check:

The loan data will save and you will receive a message letting you know compliance check is underway.
Creating Disclosures
Click the down arrow next to the blue Save Loan Application button at the bottom of the screen and select Create Initial Disclosures.

Send via Secure Link
Disclosures will need to be sent to the client to review and sign via Secure Link. Please reference the secure link section of this guide.

Shop for Rates
You can shop for rates at any time by clicking the blue Shop for Rates button at the bottom of the loan detail screen.
Loan Information

Loan Assignments
The Loan Assignment tab contains information regarding the Loan Officer (LO) assigned to the loan as well as the Channel, Division, Branch, Loan #, etc. The LO is not able to edit any of the information on this page unless they are given admin rights to do so.

A user with admin has the ability to change the Loan Officer or supplemental information linked to that particular LO for various reasons; perhaps the LO is on vacation, the LOA has changed, the LO works out of a new office, etc. This is done in System Admin → User Profiles → Personal Information.
Sending PreApproval Letters
An LO will have the option to send one of two PreApproval Letters from iMP

**PreApproval Letter:** This letter to be used when pre-approval is based on a review of the borrower’s credit and requested income and asset documentation. (Income and asset documents *have been reviewed*)

**PreQualification Letter:** This letter to be used when pre-approval is based on the borrower’s credit and stated income/assets. (Income and asset documents *have not been reviewed*)

Complete a TBD application with credit run. Shop for rates and select a product.

Hover over **LOAN** and click **PreApproval Letters**

Select the Type of Letter you wish to send from dropdown under **Template**, input **Expiration Date** and click **Customize Letter**.

**For PreApproval Letter:** The user will be able to edit the default list of conditions in the modal window to meet the specific criteria they need from the borrower. For compliance reasons, no other fields will be editable. Once done editing, click **Save**.
For PreQualification Letter: The user will not be able to edit the letter due to compliance reasons. After reviewing the letter, click Save.
After Saving double click the PDF icon next to the saved PreApproval line item. You may now print the letter or save it to your desktop. You also have the option of creating a second letter by completing the above steps in the “New” row.

**HINT**: You may not request income documentation be provided by the borrower until **A)** the borrower has received an LE or **B)** the borrower has signed a PreApproval Auth Form. Today, iMP does not support a PreApproval Auth Form. Therefore, if you obtain a signed PreApproval Auth Form from
another source, and wish to then request your borrower upload documents into the iMP Consumer Site, follow this workaround:

Complete the TBD application in iMP and upload a copy of the signed PreApproval Request Form into the Doc Vault. Then send a Complete My Application Secure Link to your borrower.

When the borrower clicks the link, they will be prompted to create an account and eConsent. They will then land on the first page of the application in the Consumer Site.

Advise your borrower to complete any required fields on the application (clicking Save and Continue as they go). Remind them DO NOT CHANGE the subject property TBD address when on the Property Page.

Once they “complete” the application they will land on the Dashboard where they can select Upload My Loan Related Documents:
**DocVault**

**Upload**

**Document History**

**Document Classification**

**Documents: Auto Export to Encompass**

Anytime a document lands in the Doc Vault it will automatically export to Encompass.

Documents can come into the Doc Vault different ways. No matter how they came in, they will all be automatically exported to Encompass.

- System Generated (e.g. Initial Disclosures Created)
- Loan Officer Uploads
- Borrower Uploads
The Initial **UNSIGNED** disclosure packages will export into a placeholder named **iMP – Initial Disclosures**.

ALL other documents will land in the Unassigned Folder in File Manager. The **eSIGNED INITIAL DISCLOSURES** will be separated and named in iMP before being exported to Encompass. Any borrower uploaded documents that are not part of the Borrower’s Needs List will be retain the name they were given by the consumer.
Importing Documents from another Loan

You have the ability to import documents from an already existing loan into the new loan you have created.

Hover over LOAN and click DocVault to access the Doc Vault

Click the arrow next to the Upload button and select Import from Loan Dropdown

Click Import from Loan again input the loan number you want to import from. Then click Browse.

When the flyout opens, checkmark the document you wish to import and click Import.

NOTE: You will never be allowed to import a Credit Report from a different file
The system will import the document and place it in the appropriate folder in your current loan. It will date and timestamp when the document was imported and by whom.
Borrower’s Needs List
The borrower’s needs list will automatically build in the background while you complete the application. A user can choose to make edits to the needs list before it’s sent to the borrower, or, they may send the default list the system generates.

1. Sending the default list
   a. Nothing needs to be done by the user. The list will generate in the background and, upon clicking Create Initial Disclosures the list will display and a cover letter of those items will be included in the disclosure package. It will also appear on the Consumer Site under the Upload Documents Section.

1. Editing the list before sending to borrower
   a. You have the ability to add items after completing the app but PRIOR TO SELECTING Create Initial Disclosures. Click “Create Needs List” to display the list of items the system has already been building in the background.
b. Click the **Add Item** button and choose an item name from the dropdown menu. Add additional details in the freeform text box. When done adding items click **Save**.

Use the blue pencil Icon to edit a description and the red circle icons to delete a line item.

Once you’re done editing, you can choose to send the needs list directly to your borrower or let it go out with the disclosure package.

1) **Click Preview List** to save a copy to your desktop and send to the borrower as an attachment.
2) **Click the arrow next to Send List** to email directly to your borrower via the system.
Loan Participants

View in Borrower Site

Duplicate Loan
Users have the option to duplicate loan so they don’t have to re-enter all the information. This option is located in the “Loan” section of the Main Navigation bar.

Once selected, a pop will appear with additional options. The Loan Purpose, Lien Position and Closing Date may all be modified to match the features of the new loan you’re creating. You may also choose to omit a borrower, credit report, or the address from the new app by de-selecting the checkbox next to those selections.
After making your selections click “Duplicate Loan”

It is important to note that an expired credit report cannot be transferred using the duplicate loan feature. The user will not have the option to click the check box and will be informed that “Credit Report # Expired”

You can now navigate to ‘My Pipeline’ and you will see the duplicated loan with a Pending loan number in your queue.

**Borrower Activities**
Coming soon...
Adverse this Loan

In order to adverse a loan the file must have the six minimum pieces to create an application.

1. Open the loan in iMP
2. Hover over Loan in the Mega Menu and select *Adverse this Loan* under the Loan Information section.

3. The *Adverse Reason* popup will appear and the user must select a reason for Adversing this loan from the dropdown menu.

4. Now the user **must** provide a detailed description in the free type window. Click Adverse.
5. The loan will now be removed from your Pipeline queue to your Adverse queue.

6. Clients have the option to pass the Adverse action data into their LOS system if they prefer.
Send Secure Link

A user can select to send a secure link to their ONLINE borrowers when they need the borrower to complete certain activities. Should the user try to send a secure link to an OFFLINE borrower, they will receive an error message.

NOTE: As of Today the following Secure Links are ready for use:

- “Complete My Application”
- “Sign Initial Disclosures”
- “Upload Documents”
- “Order Appraisal”
- “Confirm Receipt of Appraisal”

To send a Secure Link, hover over the LOAN icon at the top of the page and click Send a SecureLink

A modal window will open. The borrower’s email address will appear in the To: section and the LO’s email will be in CC: Click on the arrow next to Select Type of SecureLink to Send and select the link you want to use.
- **Complete My Application**
  - Used to send a link to your borrower to access their application in the consumer site and continue to complete it.

- **“Sign Initial Disclosures”**
  - Used to send a link to your borrowers to access the consumer site and sign their initial disclosure package.

- **“Upload Documents”**
  - Used to send a link to your borrower to access the consumer site and upload requested documents. **NOTE: This link may only be used AFTER a borrower has signed their initial disclosures**

- **“Order Appraisal”**
  - Used to send a link to your borrower to access the consumer site and order an appraisal. **NOTE: This link may only be used AFTER a borrower has signed their initial disclosures and there is an Intent to Proceed date in iMP**

- **“Confirm Receipt of Appraisal”**
  - Used to send a link to the borrower, where they can then click on “View My Appraisal” within the message to access the Consumer Site and confirm receipt of the appraisal report.
    2. In the DocVault section open the “Property” folder, here you must confirm the “Borrower Viewable” checkbox has been marked before you can send this SecureLink. Then click “Save”.
    3. Once you’ve completed step 1 & 2 you will be able to send the “Confirm Receipt of Appraisal” link.
When the borrower receives the email they click on “View My Appraisal” to access the Consumer Site to confirm receipt of the appraisal report.

Once the secure link has been selected, the body of the message will auto populate with a default message. The LO may edit this message prior to sending to the borrower. When done editing, click “Send”. The LO is cc’d so he/she will also receive a copy of the email sent to the borrower in their inbox.

Dear Edith Button and John Button,

CloudVirga now offers a simple system that will help you complete your disclosures faster than you can read this email! Please click the secure link below to complete your disclosures online so that we may process your loan as quickly as possible.

Sign My Initial Disclosures

Sincerely,

Leslie LoanOfficer
Products & Pricing

Order Appraisal
Once the consumer has signed the Intent to Proceed, you can order the appraisal. Click Order Appraisal from the dropdown menu under the LOAN tab.

Complete the Appraisal Property & Products, Payment information, and Who Should the Appraiser Contact sections and click Save or Request Appraisal at the bottom of the page.
If the user chooses to *Save* the Appraisal they can work on it later or Cancel it without it ever reaching an HVM for review. If a user chooses to *Request Appraisal* then it will be sent to an HVM for review, if the HVM approves the appraisal it is sent to a 3rd party vendor, *LenderX*, for approval.

- *Once an appraisal is approved* by the 3rd party vendor it *cannot be canceled* by the LO.
- The appraisal order can be viewed under *Fulfillment – Appraisal Center*
FHA Center

Price a loan in iMP and select an FHA product *(NOTE: IF the loan is an FHA Streamline, be sure to select FHA Streamline for Income Verification Type on the bottom of the pricing page)*

AFTER you complete the application, navigate to LOAN – FHA Center BEFORE creating initial disclosures

FHA Determining Factors: This section will be pre-populated based on the loan set up. *(You may edit the responses to “Currently have a FHA loan on Subject Property” and “Is the Subordinate lien purchase money or over 12 mo old?” here if needed.)*

FHA Addendum Questionnaire: Answer the questions in this section
Click “Select an FHA Worksheet” and select the worksheet that matches your current loan.
**FOR NON-STREAMLINE LOANS:** Complete fields A through J on the worksheet that don’t have a value already entered. *(If you don’t have an FHA Case Number you can leave those related fields blank)*

Fields **D** and **E** will provide explanations when the user clicks inside them.
Based on information entered on the selected worksheet, iMP will calculate and determine if your loan is FHA Eligible and display this finding to the user.

**FOR STREAMLINE LOANS:** Complete all fields on the worksheet that don’t have a value already entered. *(If you don’t have an FHA Case Number you can leave those related fields blank)*
Field B will display an explanation when the user clicks inside it.

Based on information entered on the selected worksheet, iMP will calculate and determine if your loan is FHA Streamline Eligible and display this finding to the user.
FOR BOTH STREAMLINE AND NON-STREAMLINE LOANS: If the loan is NOT eligible and the user tries to create initial disclosures a modal window will display a message advising them shop for a new product or visit the FHA Center. (NOTE: FHA loans will ALWAYS be "Not Eligible" if the user has not yet completed a worksheet in the Center)

VA Center
Price a loan in iMP and select a VA Product (NOTE: IF the loan is a VA IRRL, be sure to select VA Streamline for Income Verification Type on the bottom of the pricing page)
AFTER you complete the application, navigate to LOAN – VA Center BEFORE creating initial disclosures.

FOR NON IRRL VA LOANS: Complete the questions on the left side of the VA General Information form that are not pre-populated. On the right side of the form, checkmark the appropriate occupancy response, then click SAVE.
FOR VA IRRL (STREAMLINE) LOANS: Complete the questions on the left side of the VA General Information form that are not pre-populated. On the right side of the form, checkmark the appropriate occupancy response.

Click on the IRRL QM Certification Tab to review the Safe Harbor status.

If the loan does not meet the Safe Harbor Requirements there will be a red checkmark next to the Tab and the user can review the worksheet to find out why the requirements are not met.
Click on the IRRRL Worksheet to review the Eligibility status and complete any applicable fields that are not pre-populated. The system will calculate values based on the information entered and determine eligibility.
FOR BOTH NON IRRRL AND IRRRL VA LOANS: If the loan is NOT eligible and the user tries to create initial disclosures a modal window will display a message advising them shop for a new product or visit the VA Center. (NOTE: VA loans will ALWAYS be “Not Eligible” if the user has not yet completed a worksheet in the Center)

![VA Not Eligible](image)

**USDA Center**
Coming soon...

**Net Tangible Benefit**
When a user wants to disclose a loan with a subject property located in an NTB required state, the system will check if the following are completed before allowing the user to generate disclosures:

a. Subject Property is allocated to an REO
   i. Note: If the subject property is marked ‘Paid off Free & Clear,’ NTB is never applicable regardless of the previously mentioned requirements.

b. The NTB form is completed – All required fields must be completed and at least one check box is checked

If these requirements are not completed a user will see the following message when they click “Create Initial Disclosures”

![REO not assigned or NTB form is not completed](image)
Navigate to the Credit Page and open the REO record for the Subject Property. Complete all the following fields and click **Done**:

<table>
<thead>
<tr>
<th>Property Address &amp; Info</th>
<th>Occupancy Type</th>
<th>Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>468 NTB Street</td>
<td>Primary Residence</td>
<td>$500,000.00</td>
</tr>
<tr>
<td>Albuquerque NM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property Type</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single Family</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Lender & Loan Information**

- **Borrower**: Cash or Joint with Other
- **Lender Name**: BANK OF AMERICA
- **Lender Street**: 1234 Main St, Suite 200
- **Loan Position**: First
- **Loan Type**: Mortgage
- **Loan Origination Date**: 08/10/2010
- **Loan Rate**: 4.50%
- **Loan Term**: 360
- **High Limit**: $1,000,000.00
- **Unpaid Balance**: $10,028.00
- **Minimum Payment**: $1,750.00
- **From Credit - Balance**: $110,028.00
- **Net Tangible Benefit**: $1,750.00
- **Amortization Schedule**: Included in Payments
  - Taxes and Insurance
- **Net Tangible Benefit**: $12,345.00

**Property Expenses**

- **Property Tax**: $24,000.00
- **HOA Dues**: $0.00
- **Home Owner Ints**: $0.00
- **Flood Insurance**: $0.00

Once the REO fields are completed, navigate to the NTB form. Hover over LOAN tab and click **Net Tangible Benefit**

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**80**
This will open the **Net Tangible Benefit** screen. Complete any remaining fields that are RED. Based on the information from the Current and New loan in **Loan Information** section, the system will automatically select the benefits the borrower will receive under “**Refinancing will yield the following benefits**” This information will map to the NTB disclosure that goes to the borrower.
**Amortization Schedule**

An amortization schedule details the loan repayment over time. This defines the payment amount the borrower will pay through the life of the loan in both principal and interest. This is for informational purposes only and cannot be modified or sent to the borrower. **Expand All** causes the details of each year to be exposed providing a breakdown of each month’s payments. **Collapse All** sets the view back to the original limited year-to-year display. It is also possible to view extended detail for single or multiple selected years by clicking on the year line.

<table>
<thead>
<tr>
<th>Year</th>
<th>Month</th>
<th>Beginning Balance</th>
<th>Interest Rate</th>
<th>Payment w/ MI</th>
<th>Payment</th>
<th>Principal</th>
<th>Interest</th>
<th>MI</th>
<th>Ending Balance</th>
<th>Ending LTV</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>300,000.00</td>
<td>3.625 %</td>
<td>1,380.15</td>
<td>1,380.15</td>
<td>461.90</td>
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<td>1,380.15</td>
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<table>
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<th>Year</th>
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<th>Ending Balance</th>
<th>Ending LTV</th>
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<td>1</td>
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<td>3.625 %</td>
<td>1,380.15</td>
<td>1,380.15</td>
<td>476.93</td>
<td>889.22</td>
<td>0.00</td>
<td>293,885.20</td>
<td>73.471 %</td>
</tr>
<tr>
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<td>1</td>
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<td>3.625 %</td>
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<td>1,380.15</td>
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<td>3.625 %</td>
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<td>1,380.15</td>
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<tr>
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<th>Year</th>
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<th>Beginning Balance</th>
<th>Interest Rate</th>
<th>Payment w/ MI</th>
<th>Payment</th>
<th>Principal</th>
<th>Interest</th>
<th>MI</th>
<th>Ending Balance</th>
<th>Ending LTV</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>1</td>
<td>288,509.21</td>
<td>3.625 %</td>
<td>1,380.15</td>
<td>1,380.15</td>
<td>469.58</td>
<td>884.67</td>
<td>0.00</td>
<td>288,023.94</td>
<td>72.096 %</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>288,023.94</td>
<td>3.625 %</td>
<td>1,380.15</td>
<td>1,380.15</td>
<td>468.68</td>
<td>884.27</td>
<td>0.00</td>
<td>287,540.65</td>
<td>72.047 %</td>
</tr>
</tbody>
</table>

82
Fulfillment

Appraisal Center

The Appraisal Center allows the LO to view *Existing Orders*, as well as, the *Order Details* by selecting the *Order ID*. The user has the ability to make changes to the order and **Update** it to notify the HVM. The user can also **Cancel** the appraisal should circumstances change during the loan process.
The user can view a variety of information under the *Order Details* such as: *Appraisal Property & Products, Payment Information*, and *Who Should the Appraiser Contact*.

Should the user choose to **Cancel** the appraisal, there are fail safes to prevent an accidental cancellation. Again, it is important to note that once the 3rd party appraisal vendor has approved and processed the order it cannot be cancelled by the LO. The LO **MUST** cancel the appraisal before it is approved and processed by the 3rd party vendor.
AUS

Navigate to the Loan Menu >> Fulfillment >> AUS.

Specify the AUS type you’d to run (DU, LP or GUS). On the AUS screen click on the Submit DU/LP button. Wait about a minute and you will see the DU findings show up with the status and a little PDF icon you can click to open the report.
**Stips & Conditions**

Coming soon...

**Compliance Center**

The compliance center contains an audit trail of what has transpired with the loan.
Closing Costs Details

Navigate to the Closing Cost Details screen from the Loan Menu, under the Fulfillment column.

You can add a fee to a certain section, hover over that section header and click the blue + symbol that appears.

To edit a fee that’s already there, hover over that fee’s row and left click. This will open up the fee window and allow you to make changes.

Be sure to click the lock 🗝 and unlock 🗝️ icon to lock in your changes so that they don’t revert back when you reprice the loan.
Adding a Service Fee using the SmartGFE

In addition to adding a fee directly in the Closing Cost Details page, the user also has the option to add a fee by clicking into the SmartGFE icon. Once the user clicks into the SmartGFE icon they will be redirected to the LoanEstimate page by Closing Corp.

Under the Fees tab the user will select the Add Additional Services button to add an additional service fee, such as a Pest Inspection service fee.
The user will notice that they have an array of service fees to choose from within the drop down menu.
Once the fee is selected the system will automatically pair the fee with the Shared Service Provider within the area. The user also has the option to Select Provider should it differ from the primary provider.

Once the fee has been added the user will need to click the Export Documents button in order to export the added service fee from Closing Corp to the loan product within the iMP.
If the data was successfully exported the following message will appear:

![Export Data to Intelligent Mortgage Platform](image)

The user will be able to view the newly added service fee under the Closing Cost Details screen.

![Loan Costs Table](image)
Secondary

Locking and Adjustments: Applying an Approved Concession

A user with Concession Level rights will have the ability to “approve” a concession amount (based on their level rights) prior to disclosing so that concession will be reflected on their LE.

**NOTE:** This does not replace the need for the user to request the lock OUTSIDE of iMP. This feature is meant to allow that approved concession amount to reflect on the floating LE prior to the lock itself being applied

Configuring Concession Levels in System Admin:

Log into System Admin

- Log into iMP with Admin credentials. Click on the gear icon and select Loan Center 2.0

- Once in 2.0 - Click System Admin

Go to General Settings → Locking Configurations → Rules For Concessions

**Maximum number of Concessions:** Company setting for Max number any user can ever apply.

**Maximum Concession Amount (total):** Company setting for Max amount any user can ever approve.

**Maximum Concession amount (Level 1-Level 5):** The max amount any user with this concession level privilege can approve themselves.
So...for example, using the grid pictured above:

The company will allow a maximum of 2 concessions per loan and a maximum of 2.000 points per loan.

Users with Level One Concession rights can approve concessions up to 0.500

Users with Level Five Concession rights can approve concessions up to 2.000

Once these settings are configured in System Admin, a user may now assign concession level rights to individual users.

Assigning Concession Level rights to individual Users

Log into System Admin → Go to User Accounts → User Profiles → Select the LO → Click Edit

Click the Roles/Privileges Tab and click the box next to the Concession Level you want that user to have. Save your changes.

Now that the user has been given a Concession Level privilege, they may approve up to this concession amount prior to disclosing so the concession amount will be reflected on the floating LE.
Approving a Concession Prior to Disclosing

Shop for Rates and Update Pricing. Hover over LOAN tab and click Locking and Adjustments.

Click Add Item under Loan Officer Table of Adjustments.

Complete the “Paid By” dropdown and enter the concession amount under “Price”. Click Save Only.
After saving, navigate away from Locking and Adjustment screen. Then navigate back. Click on the comment **Requested by {User Name}** under “Description”

This field will now be editable. Select “**Approved**” from the dropdown. Click **Save Only**.

After saving, the Description will be updated to **Approved by {User Name}** and the price will now reflected the added concession.

**NOTE:** You will see the rebate appear on Loan Details after the approval is saved. However, you will need to update pricing prior to the concession being added to your Closing Costs Details Screen
Shop for Rates and Update Pricing. After Repricing, you’ll see the concession reflected in both Loan Details and Closing Costs Details screens as well as on the Loan Estimate.

<table>
<thead>
<tr>
<th>Pricing Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decision Score</td>
</tr>
<tr>
<td>Purpose of Loan</td>
</tr>
<tr>
<td>Lien Position</td>
</tr>
<tr>
<td>Qualifying Rate</td>
</tr>
<tr>
<td>Price</td>
</tr>
<tr>
<td>Term</td>
</tr>
<tr>
<td>Mo’s of Liquid Reserves</td>
</tr>
<tr>
<td>Required Funds</td>
</tr>
<tr>
<td>Cash Out</td>
</tr>
<tr>
<td>First Mortgage Holder</td>
</tr>
<tr>
<td>Original Purchase Amt</td>
</tr>
<tr>
<td>Purchase Date</td>
</tr>
<tr>
<td>Income Verification Type</td>
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</table>

<table>
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<tr>
<th>CLOSING COSTS DETAILS</th>
<th>Primary Concession Test</th>
<th>123 Concession Street, Los Angeles, CA 90028</th>
<th>Loan Status: Incomplete</th>
<th>Loan App Date: 04/04/2016</th>
<th>Loan #: 20160499</th>
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<tbody>
<tr>
<td>Closing Costs</td>
<td>$2,201.08</td>
<td>Payoffs</td>
<td>$0.00</td>
<td>Cash to Close</td>
<td>$97,799.52</td>
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<tr>
<td></td>
<td></td>
<td>Tolerance</td>
<td>0 / 0</td>
<td>Don’t overestimate Fees</td>
<td>Off</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Borrower Paid</td>
<td>Other Paid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>At Closing</td>
<td>Before Closing</td>
<td>At Closing</td>
<td>Before Closing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$3,201.08</td>
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<tr>
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<td>$0.00</td>
<td>$0.00</td>
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<td></td>
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<td></td>
<td>$2,201.08</td>
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<td>$0.00</td>
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<table>
<thead>
<tr>
<th>Lender Credits</th>
<th>Total Rebate: $1,000.00</th>
<th>Lender Paid Fees: $0.00</th>
<th>Remaining Rebate: $1,000.00</th>
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<tr>
<td>01 Lender Credit - Additional Rebate</td>
<td>$1,000.00 L</td>
<td></td>
<td></td>
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<table>
<thead>
<tr>
<th>Totals</th>
<th>At / Before Closing Subtotals</th>
<th>Total Lender Credits</th>
<th>J. Total Closing Costs</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>$3,201.08</td>
<td>$0.00</td>
<td>$2,201.08</td>
</tr>
<tr>
<td>J. TOTAL CLOSING COSTS</td>
<td>$2,215</td>
<td>$2,815</td>
<td>$-600</td>
</tr>
</tbody>
</table>

Calculating Cash to Close:

- Total Closing Costs: $2,215
- Closing Costs Financed (Paid from your Loan Amount): $0
- Down Payment/Funds from Borrower: $160,000
- Deposit: $0
- Funds for Borrower: $0
- Seller Credits: $0
- Adjustments and Other Credits: $0
- Estimated Cash to Close: $162,215
Locking & Adjustments – Locking a Loan Product
The User has the option to Submit Lock Request within the Locking & Pricing Adj. page. The user must be given the privilege to submit requests through General Settings within the Concierge site.

- The function line “Enable Pricing button after ITP” must be marked to “Yes” for the user to have functionality use for this privilege.

Enable Pricing button after ITP  ☐Yes ☐No

- The user can view the Lock Status in the upper right corner of the Locking & Pricing Adj. page. When the status is set to “Not Locked” the user will NOT have the option to Update Pricing, rather, they will be required to Shop for Rates.

- By selecting Submit Lock Request the user will “Lock” the particular loan product they initially selected when shopping for rates.
• The will be prompted to review and confirm their request within the notification modal.

![Notification Modal Image]

• Once the user confirms the locking request and saves their progress:
  o The **Lock Status** will update to "Locked"
  o The user will have access to the **Update Pricing** button

![Loan Product Information Image]

• Once the loan product is locked the user will be able to perform an update to the product by simply clicking a button instead of navigating through multiple screens.
Workbench: Mail Room

The mailroom workbench should be utilized by users with workbench system admin rights to manage disclosures that must be printed and mailed to the borrowers.

To access – Hover over WORKBENCH and click Mailroom

The WORKBENCH will contain a loan that the system has determined should be the first to print and mail out.

From here the user has different options.

**OPTION ONE:** Preview/Print the disclosures and mail to the borrower

**OPTION TWO:** “Snooze” this loan and work on it later

**OPTION THREE:** View the full list of loans that are in the mailroom
OPTION ONE: Preview/ Print the disclosures and mail to the borrower

- To preview the disclosures or save them to your desktop, double click the blue pdf icon
- To print the disclosures click the blue printer icon *(NOTE...this only works in Chrome)*

Once you have printed the disclosures and prepared them for sending change the **Status** to sent.

Select the method you used to send them in the **Sent By** dropdown (US MAIL or Overnight Delivery etc).

If applicable, input the tracking number in the **Tracking Number** field.  Click “Save and Next”

This information will be carried over to the Audit Log in Compliance Center.

After clicking “Save and Next” the next loan that needs to be mailed out will appear in the Workbench
OPTION TWO: “Snooze” this loan and work on it later

A user may select to “Snooze” a loan and work on it later. Click the “Snooze” button at the bottom of the loan info. This will put the loan as the last mail package with that due date. It will appear again after all other loans with the same due date have been sent. **NOTE…you cannot process mail packages with a later due date until all Snoozed loans with a prior due date are complete.**
OPTION THREE: View the full list of loans that are in the mailroom

Click on the blue Mailroom List link at the bottom of the loan information. This will allow the user to see all the loans that are “in line” to be mailed out and select which loan THEY choose to work on first---overriding the Systems selection. Click on the Due Date to open that loan in the mailroom workbench.
Disclosure Tracking Workflow from iMP to Encompass

The Tracking Record Process from iMP to Encompass begins when the user selects “Create Initial Disclosures”

This will prompt your file to export to Encompass and retrieve a loan number. Once the export is complete and the loan number and disclosure package are generated, you will receive the following message:

At this stage your loan will appear in Encompass with a milestone status of “File Started”. Disclosure Tracking Tool will display the “Application Date”, “LE Due” date and “Estimated Closing” date in the Compliance Timeline.
The next steps vary depending on the Document Delivery method: ELECTRONIC or MAIL

Electronic Delivery Method: (ONLINE borrowers who eConsent before the 3rd day cutoff time)

As soon as the borrower accepts the eConsent, the Encompass milestone status will change to “Disclosures Out Finished”. The “eConsent”, “LE Sent” and “SSPL Sent” dates in the Disclosure Tracking Tool will be set as the date the borrower accepted the eConsent. The “LE Received” date will be calculated to 3 mail days after the “LE Sent” date and the “Earliest Closing Date” will be calculated to 7 business days after the “LE Sent” date. The Disclosure History tracking record will also be set in Encompass.

The Disclosure Details Window will automatically display the “Disclosure Type” as ‘Initial’. The “Sent Date” will display the same date as the ‘LE Sent’ date shown in the Disclosure Tracking Tool and the “Sent Method” will display ‘Other’.

![Disclosure Tracking Tool](image)
Along with the Disclosure Tracking record, a copy of the *unsigned* disclosure packages will also export to Encompass once the borrower eConsents. These will automatically land in the “iMP-Initial Disclosures” placeholder.
Once the borrower completes e-signing their disclosures they will be received in the iMP Doc Vault. They will be internally classified and named by iMP and automatically exported to the Unassigned Folder in Encompass.

Once a user has confirmed the e-signed Intent to Proceed has been received in Encompass they must manually populate the “Received Method”, the “Actual Received Date” and the “Intent to Proceed” data in the Disclosure Details window.

The “Received Method” must be changed to ‘Other’. The “Actual Received Date” must be manually populated with the Intent to Proceed eSignature date.

The “Intent to Proceed” box must be check-marked. The Intent to Proceed “Date” must be set as the signature date on the Intent to Proceed disclosure. The “Received Method” must be manually marked as “Signature”
The “LE Received” date in the Disclosure Tracking Tool will update with the “Actual Received Date”.

‘Mail’ Delivery Method: (OFFLINE borrowers and ONLINE borrowers who do not eConsent before the cutoff date/time)
As soon as the disclosure package(s) are marked “SENT” in the Mail Room Queue in iMP, the milestone status will change to “Disclosures Out Finished”. The “LE Sent” and “SSPL Sent” dates in the Disclosure Tracking Tool will match the date the disclosures are marked sent in the Mail Room Queue. The Disclosure History tracking record will be sent to Encompass and the “LE Received” date will be calculated to 3 mail days after the “LE Sent” date. The “Earliest Closing” date will be calculated to 7 business days after the “LE Sent” date.

The Disclosure Details window will display the “Disclosure Type” as ‘Initial’. The “Sent Date” will display the same date as the ‘LE Sent’ date shown in the Disclosure Tracking Tool and the “Sent Method” will display ‘U.S. Mail’.
Along with the Disclosure Tracking record, a copy of the unsigned disclosure package(s) will also export to Encompass when the documents are marked sent in the iMP Mail Room queue. These will automatically be placed in a custom place holder named “iMP-Initial Disclosures”.

As soon as the signed disclosures are received in the iMP Doc Vault they will be automatically exported to the Unassigned Folder in Encompass.

Once a user has confirmed the signed Intent to Proceed has been received in Encompass they must manually populate the “Received Method”, the “Actual Received Date” and the “Intent to Proceed” data in the Disclosure Details window.

The “Received Method” will remain ‘US Mail’. The “Actual Received Date” must be populated with the date the borrower signed the Intent to Proceed.

The “Intent to Proceed” box must be check-marked. The Intent to Proceed “Date” must be set as the signature date on the Intent to Proceed disclosure. The “Received Method” must be manually marked ‘Signature’.
The “LE Received” date in the Disclosure Tracking Tool will update with the “Actual Received Date”.