Broker Process Flow for FSB Mortgage

Uploading a New Loan File

- Select Upload New Loan – left column under "Add a Loan"
- Import FNMA 3.4 file
  - Multiple files can be uploaded simultaneously
  - Origination channel is Wholesale

Register File / Price / Lock / Float

- ***Special note – AEs cannot see a file in the system until it has been floated or locked***
- Loan Actions > Price/Lock
- Populate required fields
  - Pay special attention to Compensation type – this will be calculated in pricing
  - Pay special attention to Admin Fee Waiver (Yes = Fees-In. No = Fees-Out)
- Search Programs – a new window will open
- Clicking a Rate will expand the window to pricing and loan period options
- Selecting a price and loan period will open options
  - Select what you want to do: Search again, Register/Float, Register/Lock
  - You will be required to enter an estimated close date when you select Float or Lock

Reissuing Credit / Running DU

- Loan Actions > SERVICES
- Select Fannie Mae or Freddie Mac
- Select Credit Provider from Credit Agency dropdown
- Input name, password, credit reference #
- Leave the "Order Underwriting Only" and "Order Credit Only" boxes unchecked
- Check the box that authorization has been provided
- Click submit to DU
- Refresh the page (F5 > enter), and an "AU Decision" icon should appear in the Loan Information box

Inputting Fees for LE

- Loan Actions > Edit Fees Worksheet
- Choose closing cost template

- Update estimated closing date and first payment date
  - These drive escrow calculations
- Input all relative fees
- For Borrower Paid Compensation loans, make sure the LO Compensation amount is entered
- Use the calculator fields for escrows to set payment due dates
- Aggregate escrows – click the "?" and wait for the calculation to complete
- Click Save

Ordering MI Quote

- Loan Actions > Edit 1003 or Loan Actions > Services
  - If using Edit 1003: Types & Terms tab, look for "Loan Amount w/MIPFF" and click on the furthest most right icon
  - If using Services: From the top Services dropdown, select "Mortgage Insurance"
- Populate form with relevant selections
  - Choose Service Provider if you have a request
  - Leave "Use Manual Credentials" unchecked
  - Click Submit Request
  - Click select and the rate quote will appear and populate into 1003
- ***Special Note – It is critical that an MI quote is pulled in PRIOR TO the initial LE that goes out. It is NOT enough to have an MI payment in the Proposed Housing Expense!***

LE and Disclosures

- All Lender-Paid Compensation files require an anti-steering form
  - Loan Actions > Loan Info
  - Click on Custom Fields tab
  - Enter 3 options
  - Click Save
- Add any additional/necessary forms to package
  - Loan Snapshot screen – eDoc Manager (Folder tab at top left)
  - Click Forms tab
  - Click the box next to any forms needed (i.e., Property Inspection Waiver)
  - Click Add to Folder
- LE Audit
  - Loan Actions > Submit to Doc Provider
  - Click Audit
    - System will identify warnings – most are informational. "Fatal" errors must be resolved.
  - When ready to generate disclosures, click Process

- Take note of the Package Type dropdown. This determines if you are reviewing prior to sending, generating e-sign documents for e-delivery, or selecting print and sign.
  - Special note – this drop down ALSO includes "Retrieve E-Signed Documents". You should do this after the borrowers have completed their e-sign. To retrieve, change Package Type to Retrieve, click Process, then click the blue disk icon to save.
  - Package can be viewed in e-Doc manager. Folder > Findings > Doc Magic Disclosure PDF
- When selecting e-sign, a new window will open for borrower(s) email. Input and click Submit

Change of Circumstance

- For all COCs – email **coc@fsbmortgage.com**

Upload File and Submit for Initial UW

- In E-Doc Manger, click Upload (upper right-hand corner)
- Select your saved file(s) – file size maximum is 50MB. FSB Mortgage will index
- Click Open
- Select "Submission Package" from dropdown and click "Save Files"
- Loan Actions > Submit to lender
  - Add any relevant comments (i.e., if there are multiple loans submitted for the same borrower)
- Click Send Loan
- You will receive automated emails and the file progresses when UW issues a decision

Attaching Conditions

- Click "summary" or "management" under Pipeline in the left navigation menu
- Click the Question Mark icon under the UWD heading to bring up the UW Decision Document
- A Popup will show the approval
- Scroll down to conditions
- Click the paper icon on the right of each condition to attach a file to the condition
- Click Select Files, find document(s) to upload, and label the type of condition you are uploading as closely as possible
- Click Save
- When ALL conditions have been attached, go to Loan Actions > Update Lender
- Enter any comments and click "Update Lender"

Order Appraisal

- Loan Actions > Order Appraisal
- Complete the order type, property type, date needed, contact details, and payment method fields.
  - ***Special Note – For the credit card, enter numbers ONLY…no spaces or hyphens***
  - If preferred, a payment link can be sent to the borrower by choosing "Other" in the payment method field. A payment link will be sent to the borrower's email
- Click Submit Appraisal Order

- If any documents are needed (purchase contract, etc) – Select Upload Documents at the bottom of the screen – Drag/Drop or Select Files, pick Type and Description
- Additional products (i.e. Final Inspection) can also be ordered here by changing Appraisal Type
  - *Special Note – Additional Products MUST be uploaded to the UW. Unlike the initial Appraisal, they are not automatically delivered. This includes corrections, invoices, and final certs.*

Submit for Initial CD

- *Special note – This may be requested once file is locked, and appraisal received and reviewed by UW, and title is in with property tax info*
- All invoices for 3rd party fees - credit report, appraisal, processing fee, etc. should be uploaded prior to requesting CD
- Upload Estimated CD from Title
- Loan Actions > Loan Info
  - Complete contacts tab for realtor and title info
- Loan Actions > Fee Sheet (Note: NOT Edit Fees Worksheet)
- Click Merge Fees Worksheet button
  - Review for accuracy
- Click Submit

Submit for closing

- *Special Note – CD must be accepted by borrower first*
- Loan Actions > Closing Request
- Input date, time, and location
- Click Submit