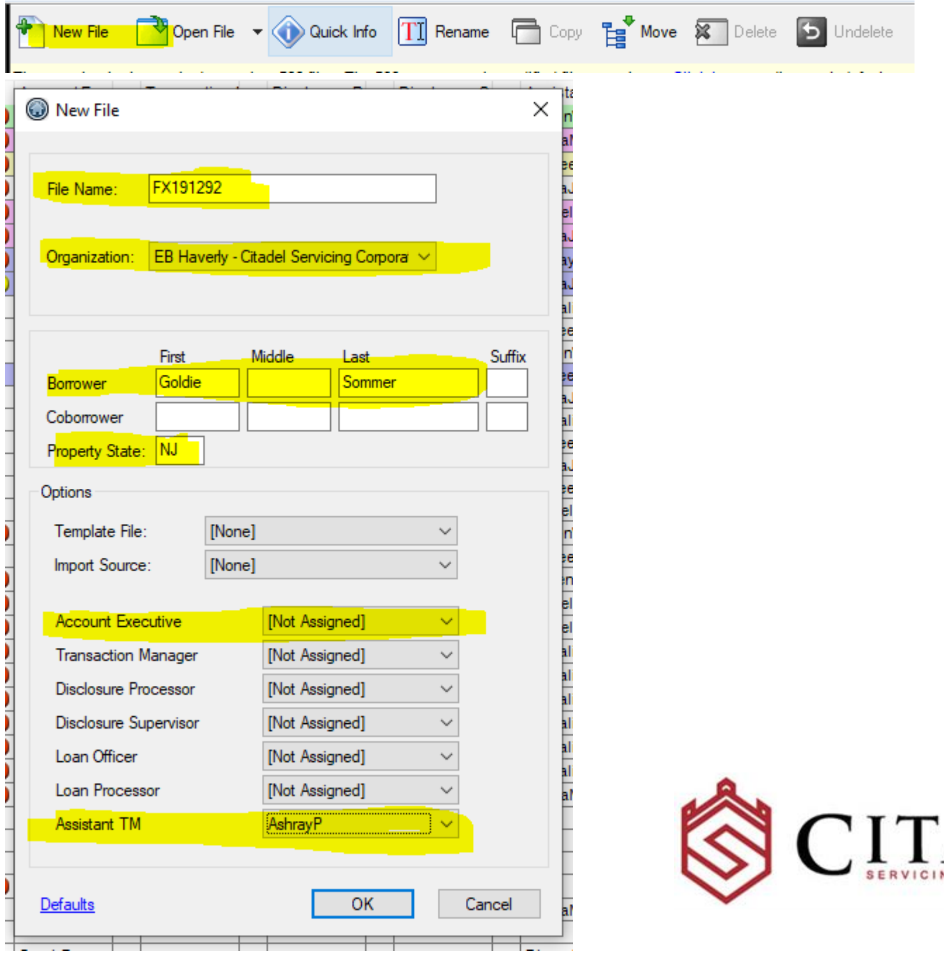
Incomplete Wholesale Lead

REVISED 12/10/2019

CITADEL
SERVICING CORPORATION

Creating New Lead in Byte Pro

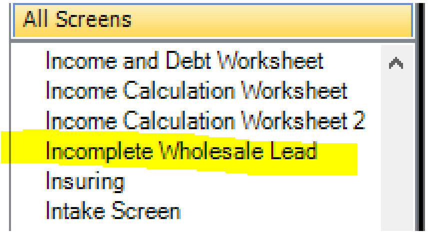
- Select –NEW FILE to create a new Lead
- Fill in the fields as follows:
    - File Name – DV FX Number
    - Organization – Select the AE that is submitting the lead, if that AE's Name is not an option select Wholesale – Citadel Servicing
    - Borrower: enter First & Last Name
    - Property State: enter property State
    - Account Executive: if you selected an AE under organization please leave blank, if you selected Wholesale please enter the AE's name
    - Assistant TM: this should be automatic to your name
- Once all information is added click 'OK'

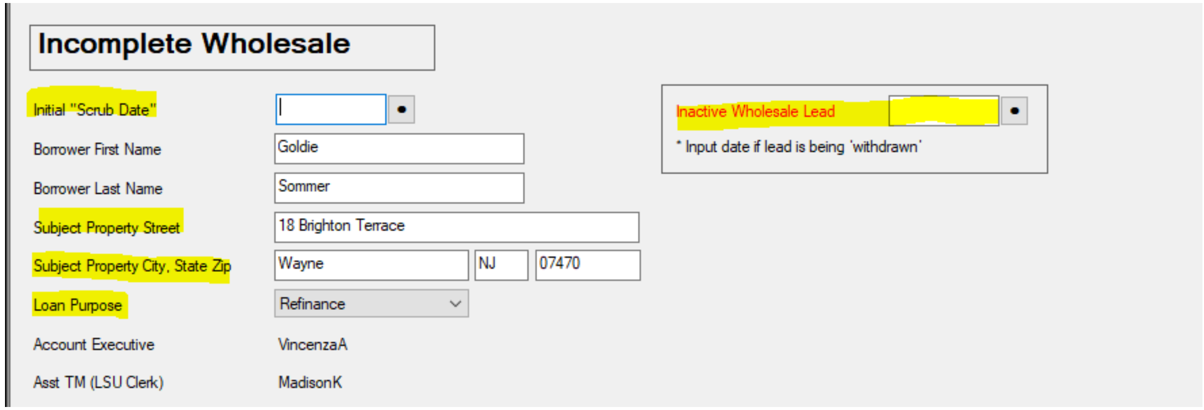


CITADEL SERVICING CORPORATION

Incomplete Wholesale Lead Screen

- Once the Lead has been created, click on ‘All Screens’, scroll down to Incomplete Wholesale Lead & select the page
- You will be directed to this Incomplete Wholesale Lead screen, fill in the following information as follows:
    - Initial “Scrub Date”: should be the day that you received the lead, scrubbed for missing items & placed it on hold
    - Subject Property Address: enter the information based off the 1003
    - Loan Purpose: enter based off the AE Synopsis
- *Please note, if the file is cancelled/withdrawn by the AE please enter the date the file was cancelled within the Inactive Wholesale Lead field*



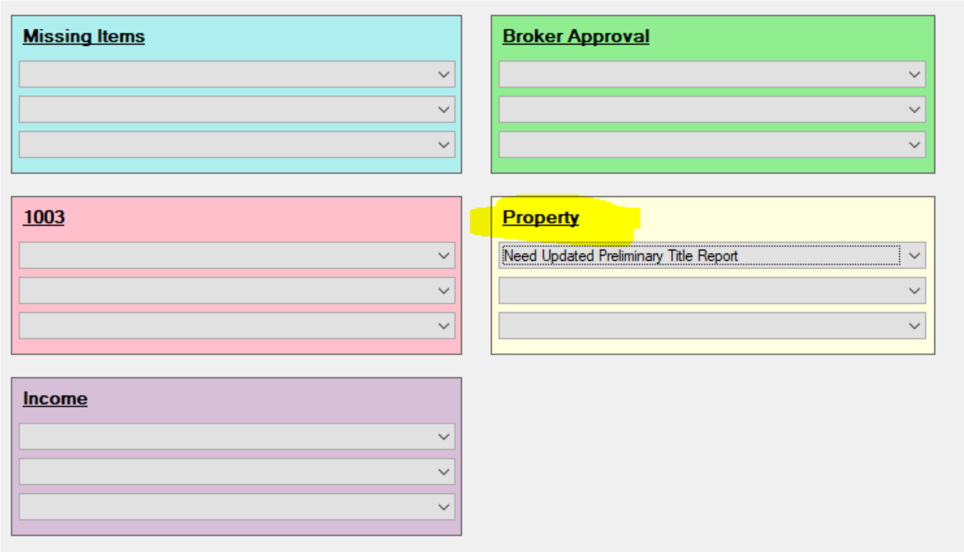


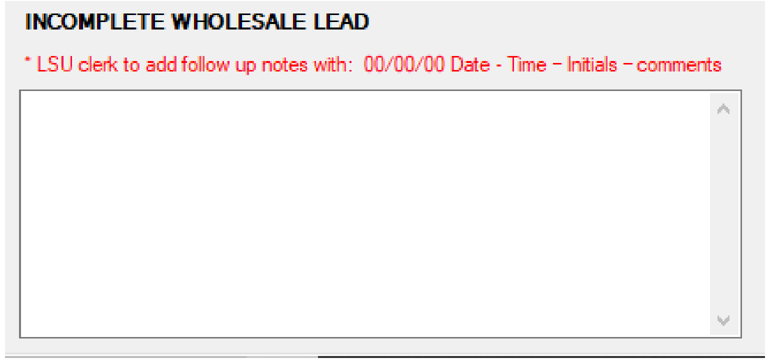
Incomplete Wholesale Lead Screen

- For the second part of the screen, you will notice 5 sections. Within these 5 categories there are specific reasons for why the file was placed on hold. Please select the reason(s)
- *Please note, if the reason is not listed in the drop down list(s), contact your LSU Supervisor and Director of Operations. It may be necessary for IT to add the item to the drop down list. For reporting purposes, we need to select an item from the drop down.*

EXAMPLE: This particular lead was placed on hold because an expired Prelim was provided & no appraisal was provided. This reason can be found under Property

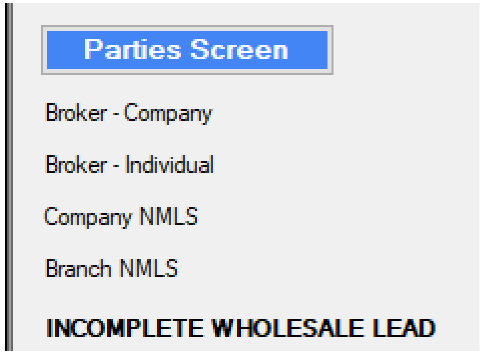
- The LSU clerk should document "Follow Up" activity in the INCOMPLETE WHOLESALE LEAD comment box. Include the date, time and LSU initials *(00/00/00 Date – Time – Initials – comments)*

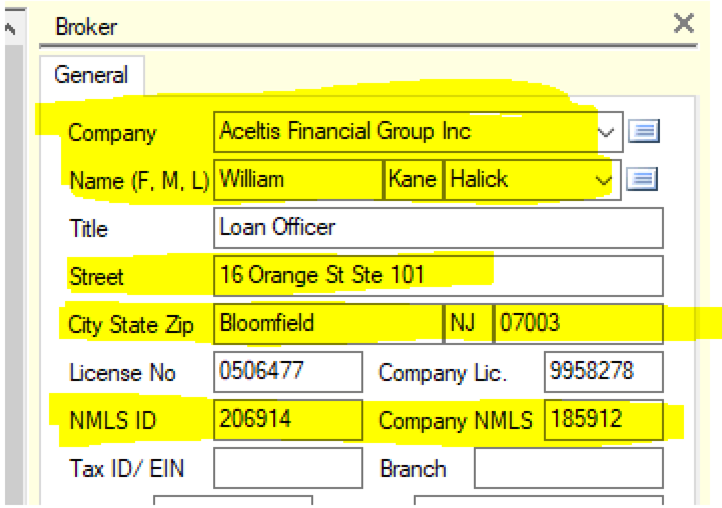




Incomplete Wholesale Lead Screen

- Next you will need to input specific Broker information:
  - Company Name
  - LO's First & Last Name
  - Broker Address
  - NMLS ID for LO & Loan Processor
- *Please note, you need to select the Broker similar to when you pull up the information for a New Submission*
- Once you have added all the information you can close out the Lead in Byte Pro



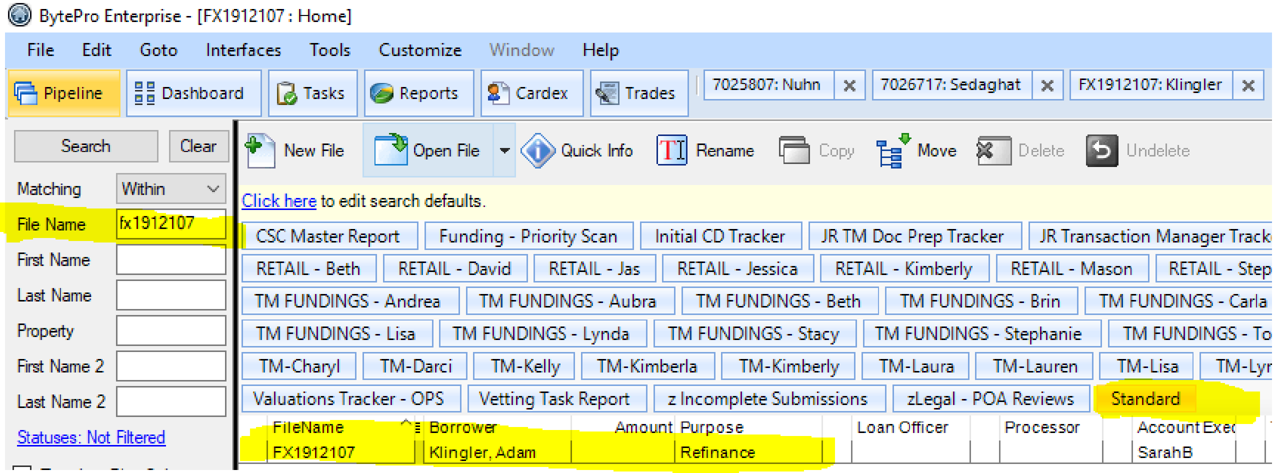


Once you have received the Missing Items, please proceed with the following process.

Please note, you will need to assign a CSC loan number prior to proceeding.

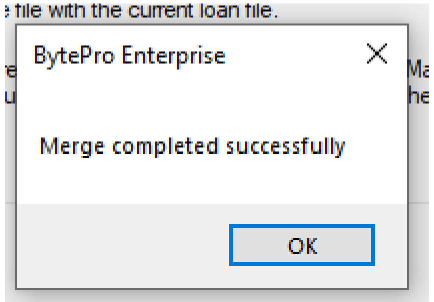
Merging 3.2 FNM

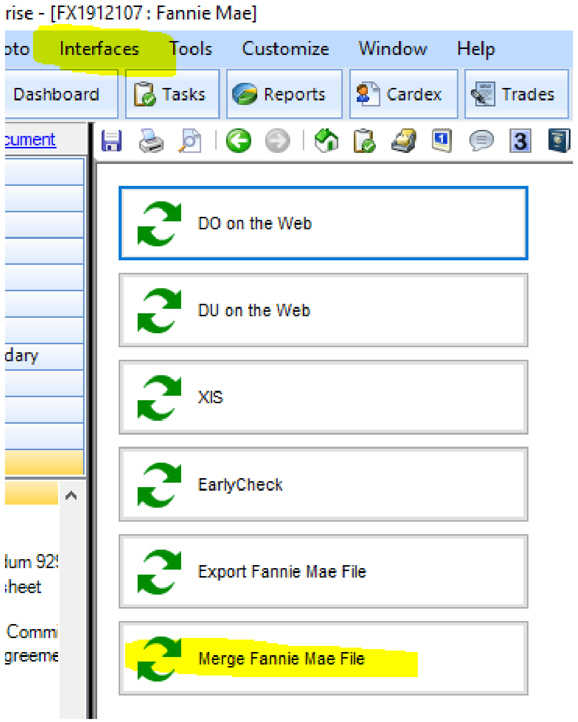
- First, you will need to search for the file under the ‘Standard Tab’
- Search based off the FX number for the DV folder
- Once found, double click the file to open

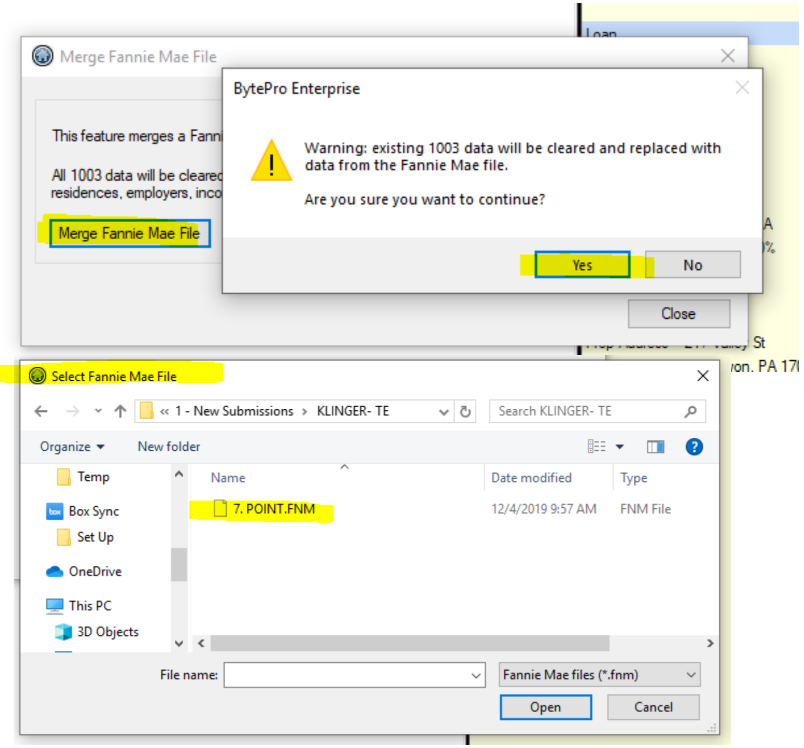


Merging 3.2 FNM

- Once the file is opened, up on the top you will see an Interfaces tab
- A drop down will appear, click the first option ‘Fannie Mae’
- It will take you to the screen shown to the right
  - Click on ‘Merge Fannie Mae File’
  - A window will pop up, click on ‘Merge Fannie Mae File’
  - A second window will pop up, click on ‘Yes’
  - A third window will pop up, here you will either look for the FNM in the L-Drive or you can drag & drop







3.2 FNM Merged

- You will receive a notification that the Merge was successfully completed, you may proceed as usual with the review of the file and completing all required Byte Pro fields.
- Once you have reviewed/completed the file, please notify the LSU Supervisor or designated LSU Team Member to rename the file to the CSC Loan Number so that you so that you can submit the file to UW.
    - *Please note, the change in name for the loan should be done prior to you submitting the file*