



Service Level Agreements and turn times for Junior Processors and Senior Processor for actions performed when a loan officer moves a file to "Ready for Processing"

Jr. Processor Task Assigned:

Description	Assigned To	Assigned Role
LO- File Ready For Processing		JR Processor

Junior Processor receives notification a file is assigned to them and ready for action and review:

- Within 24 - 48 hours should complete the following:
 - Order title
 - Send the request for extended title report
 - Closing protection letter
 - Wire instructions
 - 24 month chain of title
 - Hoa documentation if a purchase and if applicable
 - Upload borrower certification and authorization
 - Request payoff demand if refinance.
 - Order the appraisal report with appropriate AMC
 - Request proper appraisal (1004, 1025 etc)
 - Request 1007 if Non owner occupied
 - Upload purchase contract if applicable
 - Order with Acra list of requirements template
 - Complete parties screen
 - Assign processor if necessary, etc.
 - Pull USPS address verification
 - Upload into doc Velocity
 - Pull Fraud report
 - Upload into doc Velocity
 - Enter in FFIEC Geocoding
 - County code
 - Census Tract
 - Enter in file contact information
 - Sellers agent
 - Buyers agent
 - Title contact
 - Enter in the purchase contract COE date
 - Pull tax certification search
 - Foreign National only



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- Pull Smarty Streets verification to verify their primary address in other country
- Notify loan officer and processor of progress as well as any issues or missing items.
- Clear tasks as items are complete.
 - Clearing task signify you have satisfactorily completed that task, not just viewed it.
 - IE: order title, order appraisal etc.

Send email notification to Loan Officer/Processor that your task has been completed.

Loan officers receive update from Junior that items have been ordered etc.

- Within 24 hours complete the following
 - Contact the borrower to look for the appraisal email for payment and expect call for appraisal scheduling
 - Ask for or follow up with missing items for processor
 - Give name of processor and advise to expect an email with processors contact information.
 - Intro call to realtors – both buyer and seller agents
 - Set proper expectations and explain process.
 - Non-Trid process and differences

Loan Processor Task Assigned:

Description	Assigned To	Assigned Role
LO - New Loan Review		Loan Processor

Loan Processor receives notification a file is assigned to them and ready for action and review:

- Within 24-48 hours are being assigned a file should complete the following:
 - Review the file for missing items
 - Contact the loan officer to obtain those items
 - IE – income documentation
 - Purchase contract
 - Incomplete 1003s
 - Etc.
 - Intro call / email to the borrower
 - Give contact information
 - Provide expectation of loan process
 - Request any missing items
 - Review AE loan synopsis
 - Verify rate and pricing



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- Does it match Byte Pro
- Verify income
 - Calculate using Byte Pro income calculations forms
 - Verify BSA is uploaded in Doc Velocity and amount matches Byte Pro
- Verify DTI and LTV fit submitted program
- Submit file to underwriting prior to 3pm PT cut off. **If submitting after cut off change submitted date to the next business day.**
- Clear task appropriately.
 - Clearing task signify you have satisfactorily completed that task, not just viewed it.

Notate the conversation log to identify file progress/updates/activity.

- Tasking a file to Underwriting for Submission, Condition Review, Valuation Review, etc. should be noted in the convo log.
- Discussing outstanding conditions needed with borrower/LO should be documented on the conversation log.
- Follow up on conditions to third party vendors (AMC, Title, Escrow, HOA, HOI, etc.)