

Fix & Flip Bulletin 2022-09-01

Communication Flow

This Bulletin is to clarify Channel specific Communication Flow Process:

- Wholesale/Broker
 - o Processor and Closer will communicate directly with the Broker and always cc the Account Executive (AE).
 - o Processors will send the all Conditional Loan Approval (CLA) to the AE. It is the responsibility for the AE to send the CLA to the Broker who will send it to the Borrower.
- Retail/Borrower
 - o Processor will communicate directly with the Borrower/Guarantor and always cc the AE.
 - o Processors will send the all CLA's to the AE. It is the responsibility of the AE to send the CLA to the Borrower/Guarantor.
 - o At closing, the Closing Agent will communicate with the Borrower/Guarantor.

Please distribute this information to the appropriate individuals.

