CITADEL
SERVICING CORPORATION

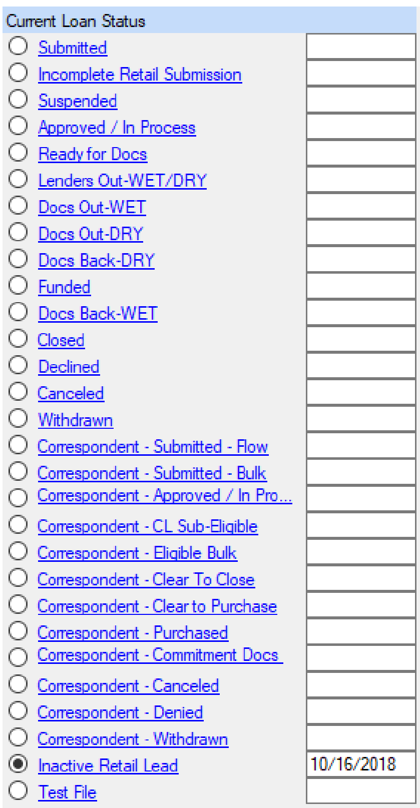
Disposition of Prequalification Requests – Reference Guide

Purpose:

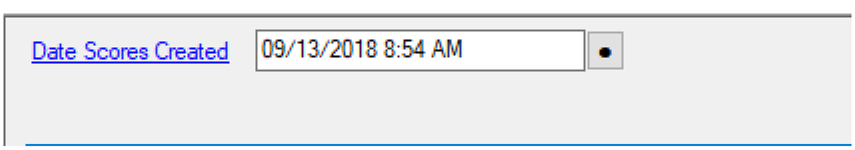
When a file is moved to Inactive Retail Lead status and a Credit Report has been pulled by CSC a "Disposition of Prequalification Request" form will be issued to the borrower.

Loan Status:

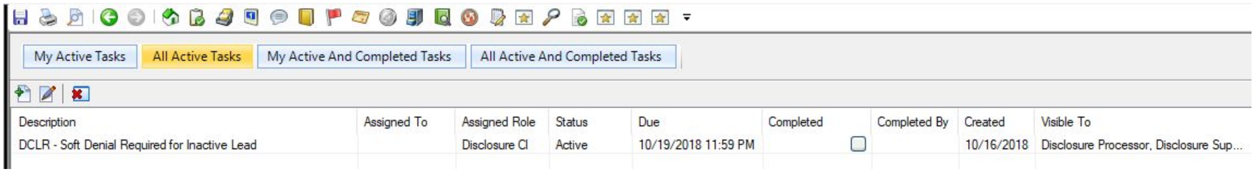
Loan Status will be Inactive Retail Lead



Credit Scores will be populated with the "Date Scores Created" field completed in Byte on the Credit Score Disclosure screen.

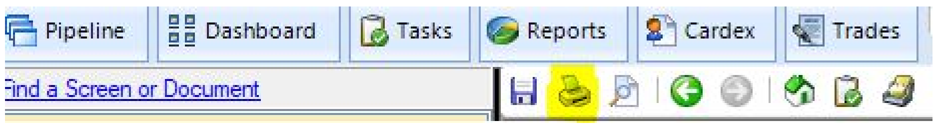


The “ DCLR – Soft Denial Required for Inactive Lead” task will be auto-generated in Byte and assigned to the Disclosure Clerk.

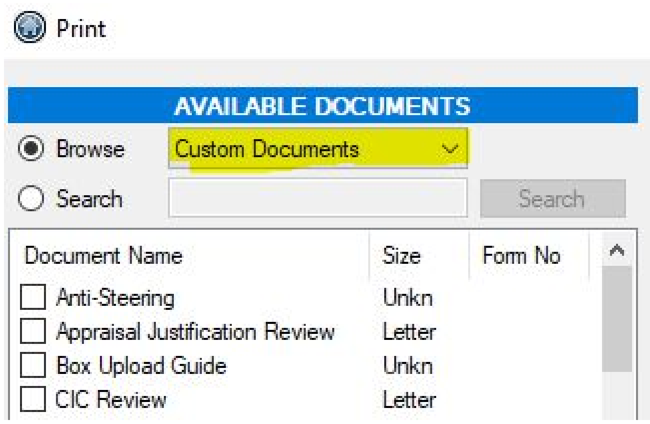


Process:

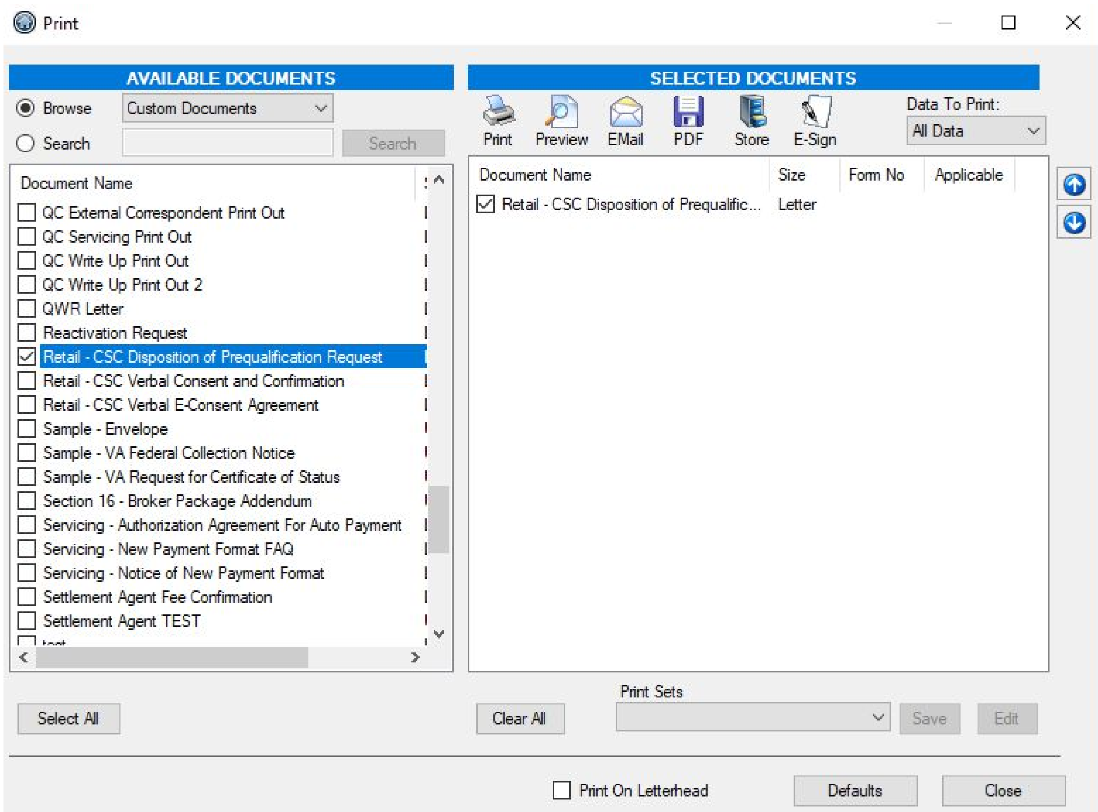
1. To generate the required document, enter the print menu in Byte by clicking the printer icon from any screen.



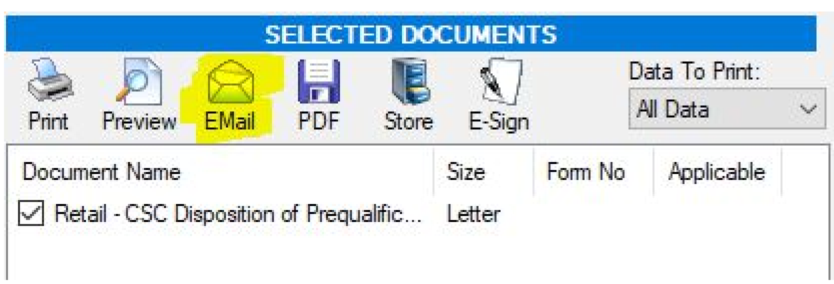
2. In the print menu, select “Custom Documents” from the Browse dropdown



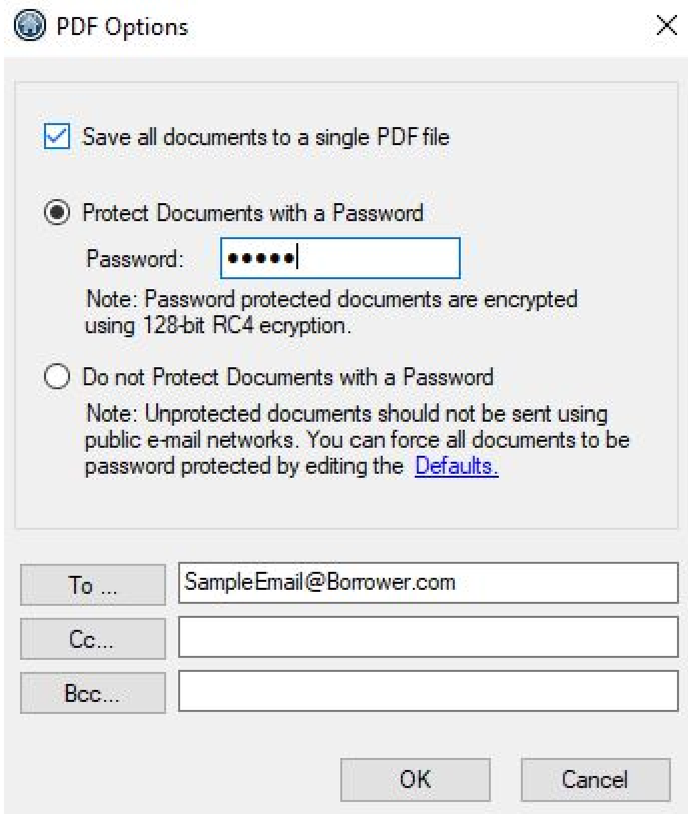
3. From the list of documents – Check the box next to "Retail – CSC Disposition of Prequalification Request" which will cause the form to populate with a checked box on the right side of the menu titled "Selected Documents"



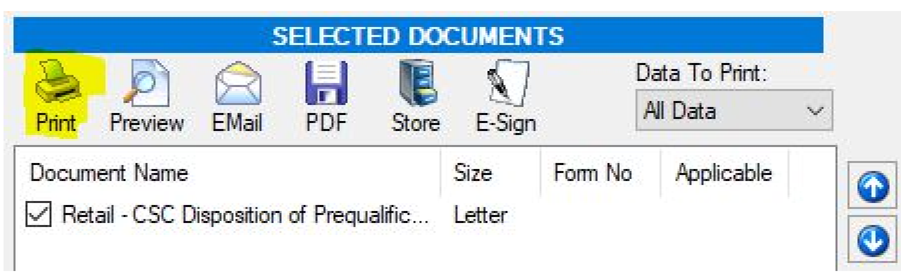
4. If an E-consent has been provided by the applicant the "Disposition of Prequalification Request" may be emailed to the borrower by clicking the "Email Icon".



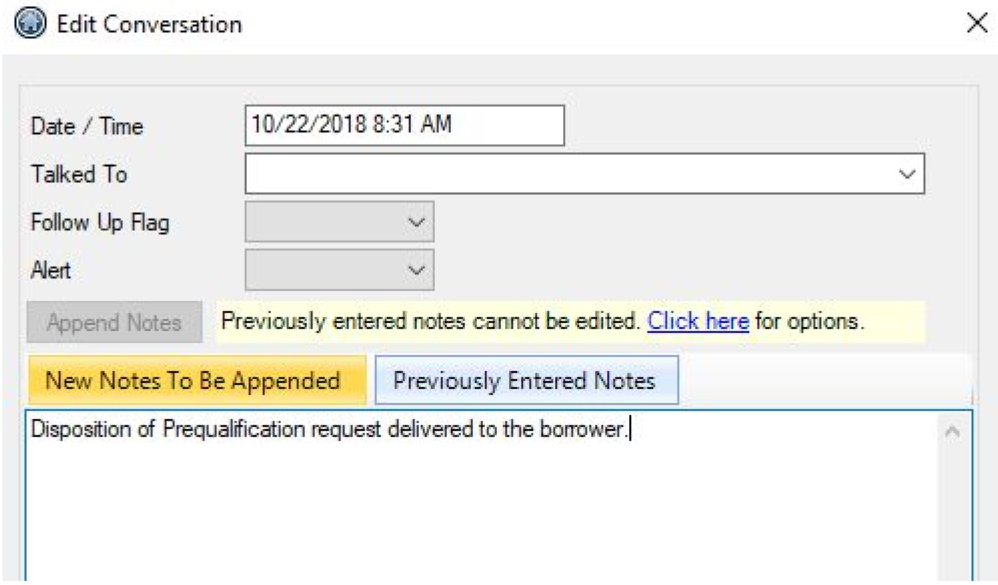
5. Enter the borrower's contact information and a password before issuing the email to the borrower.



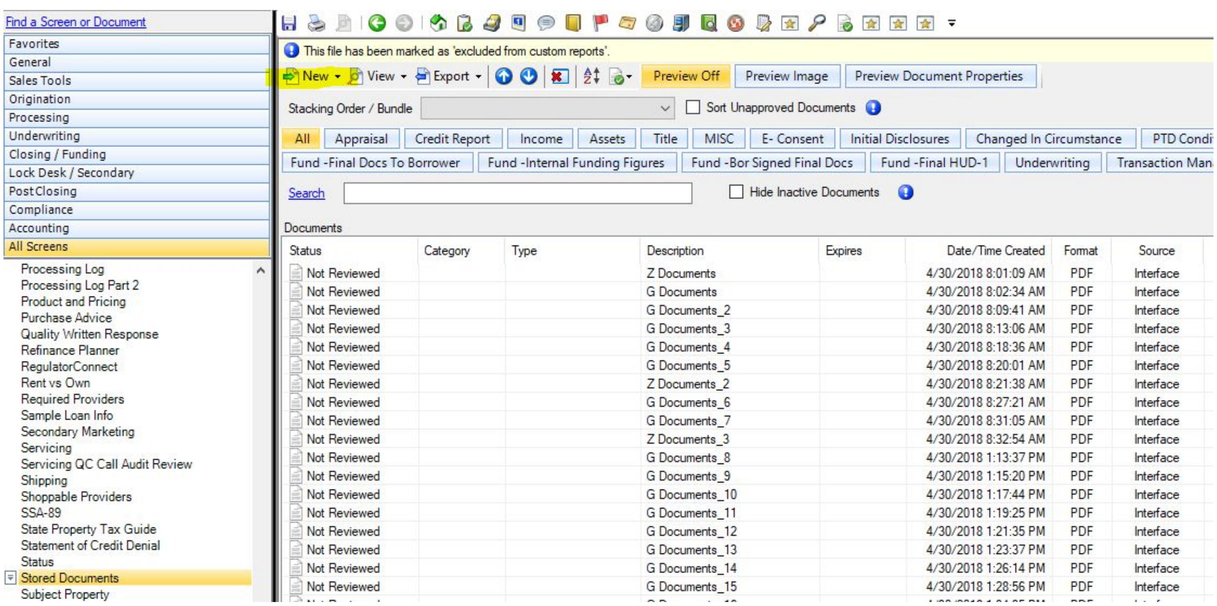
6. If a signed E-consent has not been provided by the applicant the notice will need to be printed and mailed to the applicant.



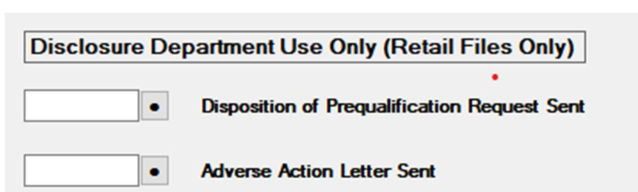
7. Create a note in the conversation log



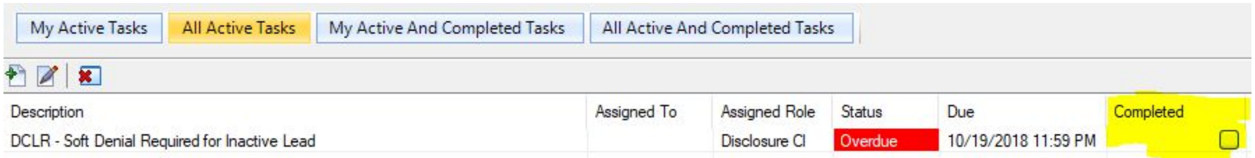
8. Upload proof of delivery to the Stored Documents in BytePro using the "New" and selecting "Import New Documents from Disk". (User can drag and drop documents into the document list as well if desired instead of using the "New" button



9. On the "Statement of Credit Denial" Screen enter the date the Disposition of Prequalification Request form was sent.



10. Mark the “DCLR – Soft Denial Required for Inactive Lead” task as completed by clicking the checkbox in the “Completed” column on the Tasks screen.



Contact the Compliance Department with any questions.