



**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.)