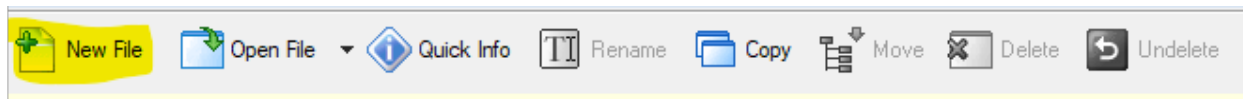


This announcement is regarding the creation and labeling of new files in Bytepro. When selecting to create a New File in Bytepro, you will be prompted with the “New File” screen.



To ensure that only relevant parties can see your respective files, it is critical that any and all Retail files are labeled under the Organization “Retail – Citadel Servicing Corporation”.

A screenshot of the 'New File' dialog box. It has a title bar with a close button. The main area contains several fields and dropdown menus. The 'File Name' field is empty. The 'Organization' dropdown is open, showing a list of names and 'Retail - Citadel Servicing Corporation' at the bottom, which is highlighted. Other dropdowns include 'Borrower', 'Coborrower', 'Property State', 'Options', 'Template File', 'Import Source', 'Account Exec', 'Transaction M', 'Disclosure Pro', 'Disclosure Su', 'Loan Officer', 'Loan Processor', and 'QC Analyst'. The 'Loan Processor' and 'QC Analyst' dropdowns show '[Not Assigned]'. At the bottom are 'Defaults', 'OK', and 'Cancel' buttons.

If they are not properly labeled, it may cause delays in the origination of your file. It is the responsibility of the Retail department to ensure that your files are only visible to relevant parties.

If you have any questions, please contact your manager.