FILE ESCALATIONS

To flag files that are in line for final PTD review, we have established a HOT LIST flag that is triggered at the Account Manager (AM) level. There are certain restrictions that would deem a file to be eligible for a HOT LIST flag.

HOT LIST

Final UW review should be for the remaining **1 – 4 conditions**. This is an INTERNAL identifier and should not be communicated to our brokers. AEs/AMs should still be communicating current posted turn times; however, advising the broker we will try and get a timelier review is acceptable.

Files that require a rework or credit re-pull are not eligible for the HOT LIST flag.

Exceptions due to month end cut offs and / or a purchase transaction may need to be taken into consideration and will be identified by AM / Retail / Team Lead/ Ops Manager; however, we may not be able to accommodate these requests.

Files that are submitted to UW and flagged as a HOT LIST file prior to 12:00 pm (Pacific), have the expectation to be cleared by the end of business day whenever possible.

Broker delivery of items to AM are still subject to AM review and processing BEFORE the file can be sent back to an UW for final review. UPDATES to expiring items must be received before a file can be flagged for HOT LIST review.

UWs are to use the **UW – AM Revised HOT FILE request; Unable to CTC** task along with the **UW – AM Conditions Reviewed Revised Approval** task when returning a file flagged but UW is unable to clear for docs.

UW / UW Lead should be included on HOT LIST task email sent by AM to UW.

PRIORITY REQUESTS

It is critical that our OPS / Sales teams are managing our broker partners and all parties to the current posted turn times. A request to prioritize a file for Underwriting review should be limited and is not to be encouraged. The completion of a priority request is on a best-efforts basis and subject to the respective department's capacity.

SVP, Regional Managers through Account Management / Ops Management should communicate these requests to ensure that eligible files are identified for other department leaders.

- Any priority requests should be requested by the SVP and not the Account Executive;
- SVPs should review the file and vet that there is a legitimate need for a priority review; and
- SVPs should not be going direct to Underwriting / Valuation / Legal / Funding for a priority request. These must go through the Account Manager Lead first.

Areas for SVP review and validation:

- TRID Loans – Acra Intent to Proceed has been received;
- Appraisal;
- Preliminary Title Commitment;
- Consideration of Initial Purchase Contract date;
- Purchase COE is not expired;
- Is the purchase a primary residence or investment property?;
- Purchase – documentation to support assets used for funds to close / reserves are in file;
- Any / all subject to re-qual conditions listed on the approval provided (Cond #4100, #4101, etcetera); and
- *What is the valid reason that a priority request should be considered?*

Loans aged 60+ days are not eligible for an UW PRIORITY flag.

Refinance transactions are not eligible for a priority UW condition review.

UW PRIORITY

Ops Management / Account Manager / Processing Manager may utilize the UW PRIORITY flag to identify a file that needs a review in advance of the quoted turn times.

Expected UW review is to be completed by end of business the following business day or otherwise specified in the UW Priority Task email.

UW / UW Lead / UW Management should be included on UW Priority Requests task email to the UW.

VALUATION PRIORITY

Ops Management / Account Manager / Processing Manager may utilize the VS PRIORITY flag to identify a file that needs a review earlier than the current turn times posted. Expected VS review is to be completed by 3:00 pm (Pacific) the following business day whenever possible.

ENTITY / POA LEGAL REVIEW PRIORITY

Ops Management / Account Manager / Processing Manager may utilize the VS PRIORITY flag to identify a file that needs a review in advance of the quoted turn times.

CD AND / OR DOC DRAW PRIORITY

Ops Management / Account Manager / Processing Manager may utilize funding priority flag to identify a priority request for CD processing or Doc Draw. Management must set the AMS – Funding Priority CD-Initial Doc Prep Request and / or AMS – Funding Priority Doc Draw Request task for visibility within the funding department.

Ops Management / Account Manager / Processing Manager should be communicating this in advance through the PRIORITY REQUEST TEAM CHAT prior to flagging the priority request.