

# Retail Lead to Application – Reference Guide



WHERE PRIME LENDING ENDS **CITADEL SERVICING** BEGINS.



**CITADEL**  
SERVICING CORPORATION

# LEAD TO APPLICATION SCRIPT REQUIREMENTS

## Product Not Offered Script:

- If the borrower asks for a program that CSC does not offer (i.e. Ineligible property type etc.) the Loan Officer is required to recite, or communicate using substantially similar language, the following script:

**“I’m sorry, CSC does not offer a product that meets your request”**

## Call Monitoring Script:

- On all outbound calls the loan officer is required to recite, or communicate using substantially similar language, the following script at the beginning of the call.

**“All calls are recorded for quality assurance purposes”**

# LEAD TO APPLICATION SCRIPT REQUIREMENTS

## Application Submission Script:

Federal law defines an “application” as the collection of following six pieces of information.

- The consumer’s name
- The consumer’s income
- The consumer’s social security number to obtain a credit report
- The property address
- An estimate of the value of the property
- The mortgage loan amount sought



# LEAD TO APPLICATION SCRIPT REQUIREMENTS

When all six pieces of information have been collected that constitute an application, the Loan Officer is required to recite, or communicate using substantially similar language, the following script:

***“Per federal regulations, I am required to inform you that you have provided the minimum amount of information required to constitute an application. If you choose to, it can be submitted for credit consideration and you will receive loan estimate disclosures based on the information you provided.”***

# LEAD TO APPLICATION SCRIPT REQUIREMENTS

The loan officer can further recite, or communicate using substantially similar language, the following script:

***“The loan estimate disclosure will be based on the six pieces of information and any other information that you have provided. You may choose to forgo the submission of the application at this time and volunteer additional information in order to receive a more accurate loan estimate disclosure. How would you like to proceed?”***

If the borrower chooses to submit the application for credit consideration, the Loan Officer will be required to sign and date the 1003 and have CSC issue disclosures within 3 business days. If the borrower chooses to forgo submitting at this time, the loan officer is required to click the “Borrower Submission Opt Out Button” which will notate the conversation log.

# LEAD TO APPLICATION SCRIPT REQUIREMENTS

Note: Federal law prohibits CSC from withholding disclosures in lieu of attaining additional information from the borrower if the borrower has chosen to submit his/her application for credit consideration.

## Government Monitoring Section 1003

- When completing section X of the 1003 or the full GMI addendum the Loan Officer is required to recite the following script:
- “The following information is requested by the Federal Government for certain types of loans related to a dwelling in order to monitor the lender’s compliance with equal credit opportunity, fair housing and home mortgage disclosure laws. You are not required to furnish this information, but are encouraged to do so. The Law provides that a lender may not discriminate either on the basis of this information, or on whether you choose to furnish it. If you furnish the information, please provide both ethnicity and race. For race, you may check more than one designation. If you do not wish to furnish the information, please notify me so I can check the appropriate box.”

# BYTEPRO DEVELOPMENT

## Retail Lead Processing Checklist

The Retail Lead Processing Checklist screen is optimized to be used on the sidebar of the loan while progressing a retail lead through the application process. Below are the requirements for each section and recommended use guidelines.

### Retail Lead Processing Checklist

#### RETAIL LEAD TO APPLICATION VALIDATION

☐ ☒ Consent / Authorization Obtained and Uploaded

☐ 1003 Signed For Submission

**Borrower Submission Opt Out**

The "Borrower Submission Opt Out" button must be clicked after the "Application Submission Script" (below) has been read to a potential applicant and they have chosen not to submit a full application at this time. This will create a conversation log comment.

#### Scripts:

##### **Outbound Phone Calls:**

Call Monitoring Script - "All calls are recorded for quality assurance purposes"

##### **When the following information has been provided:**

- ☐ Name
- ☐ Income
- ☐ SSN to obtain Credit Report
- ☐ Subject Property Address
- ☐ Estimate of Value
- ☐ Loan Amount

Application Submission Script - "Per federal regulations, I am required to inform you that you have provided the minimum amount of information required to constitute an application. If you choose to, it can be submitted for credit consideration and you will receive loan estimate disclosures based on the information you provided"

Note: The loan officer can further recite, or communicate using substantially similar language, the following script:

"The loan estimate disclosure will be based on the six pieces of information and any other information that you have provided. You may choose to forgo the submission of the application at this time and volunteer additional information in order to receive a more accurate loan estimate disclosure. How would you like to proceed?"

##### **Prior to completing 1003 Section X or GMI addendum information:**

Government Monitoring Script - "The following information is requested by the Federal Government for certain types of loans related to a dwelling in order to monitor the lender's compliance with equal credit opportunity, fair housing and home mortgage disclosure laws. You are not required to furnish this information, but are encouraged to do so. The Law provides that a lender may not discriminate either on the basis of this information, or on whether you choose to furnish it. If you furnish the information, please provide both ethnicity and race. For race, you may check more than one designation. If you do not wish to furnish the information, please notify me so I can check the appropriate box."

# BYTEPRO

## Consent/Authorization Obtained and Uploaded

The Loan Officer will be required to check the "Consent/Authorization Obtained and Uploaded" checkbox after a verbal or written authorization is obtained. This is required prior to running the borrower's credit.

BytePro will have a validation upon leaving the "Credit" screen if this box is not checked warning that the system has not been documented appropriately.

When checked, a canned comment will be placed in the conversation log.

☐ ☒ Consent / Authorization Obtained and Uploaded



# BYTEPRO

## 1003 Signed for Submission

The Loan Officer is required to sign the 1003 and upload a copy prior to moving the loan to a submitted status. Once completed the Loan Officer will be required to check the "1003 Signed for Submission" checkbox.

BytePro will have a validation that will not allow the status to be changed to "Incomplete Retail Submission" without the aforementioned step being completed.

When checked, a canned comment will be placed in the conversation log.

☐ 1003 Signed For Submission

# BYTEPRO

## Borrower Submission Opt Out

If the Loan Officer has collected the 6 pieces of information that constitute an application and the borrower chooses not to submit for credit consideration the Loan Officer is required to click the "Borrower Submission Opt Out" button. This will create a note in the conversation log documenting that the borrower was given the opportunity to submit and chose not to proceed at that time.

### Borrower Submission Opt Out

The "Borrower Submission Opt Out" button must be clicked after the "Application Submission Script" (below) has been read to a potential applicant and they have chosen not to submit a full application at this time. This will create a conversation log comment.

# BYTEPRO

## TRID Application Checklist

When the Loan Officer has obtained the above six pieces of information from the borrower they are required to recite the Application Submission Script (detailed above). This checklist should be used to aid the Loan Officer during the lead to application process to track when all 6 pieces of information have been collected. As the Loan Officer enters the details collected from the borrower in the main window of BytePro they should check off the appropriate boxes on the checklist.

### When the following information has been provided:

- ☐ Name
- ☐ Income
- ☐ SSN to obtain Credit Report
- ☐ Subject Property Address
- ☐ Estimate of Value
- ☐ Loan Amount

# VERBAL CONSENT & AUTHORIZATION

The loan officer may obtain E-consent and Certification/Authorization verbally in order to expedite the process of taking a complete application. Two forms must be completed by the Loan Officer and uploaded to the file when obtaining these requirements verbally.



# VERBAL CONSENT & AUTHORIZATION

## Verbal E-Consent

When obtaining E-consent verbally the loan officer must complete the "Electronic Communications Consent Agreement" form.

### Consenting

By giving your consent to electronically receive disclosures, notices, terms and conditions or other documents you can significantly shorten the length of time of federally mandated waiting periods.

### To consent

Please respond to the email to which this form is attached, confirming the verbal consent provided previously to be contacted electronically and receive documents regarding your loan, credit, and personal information.

Please 'Reply All' to the email containing this form when informing CSC of your decision regarding your consent.

<b>Name:</b>	_____	_____
	Borrower 1 Name	Borrower 2 Name
	Borrower	CO-Borrower
<b>Email:</b>	_____	_____
	bwr1@gmail.com	bwr2@gmail.com
	Borrower	CO-Borrower

### Contact Information

<b>LO:</b>	_____
	Loan Officer Name
<b>Email:</b>	_____
	Loan Officer Email
<b>Phone:</b>	_____
	(949) 900-6630
<b>NMLS#:</b>	_____
	LO NMLS

This completed form must be emailed to the borrower for a confirmation of the verbal e-consent and uploaded to DocVelocity.

# VERBAL CONSENT & AUTHORIZATION

When obtaining Certification and Authorization verbally the loan officer must complete the "Verbal Consent and Confirmation" form.

## Verbal Consent to Obtain and Review Credit

By following the "Understanding of Consent" instructions below, you are agreeing that you previously gave a CSC Loan Officer verbal consent to obtain and review Your Credit Report.

## Understanding of Consent

To memorialize your understanding, please respond to the email this form is attached to, confirming your previously provided verbal consent to obtain and review your credit.

Please 'Reply All' to the email containing this form when confirming your consent. If you feel that you did not verbally authorize CSC to obtain and review your Credit Report, please 'Reply All' to the email containing this form indicating such.

## Contact Information

LO: \_\_\_\_\_ Loan Officer Name

Email: \_\_\_\_\_ Loan Officer Email

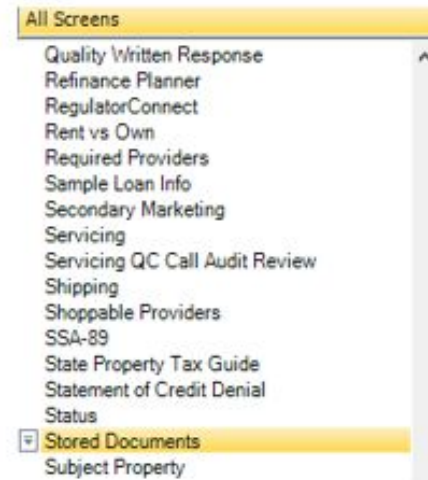
Phone: \_\_\_\_\_ (949) 900-6630

NMLS#: \_\_\_\_\_ LO NMLS

This completed form must be emailed to the borrower for a confirmation of the verbal certification and authorization and uploaded to DocVelocity.

# UPLOADING DOCUMENTS TO BYTEPRO

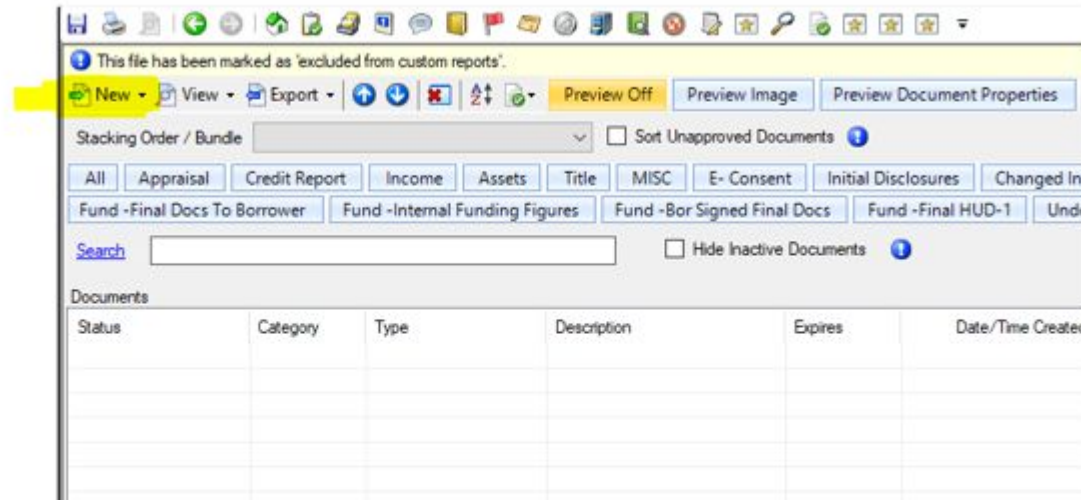
To upload a document to BytePro use the "Stored Documents" screen



On the "Stored Documents screen there are two methods to upload a document:

# UPLOADING DOCUMENTS TO BYTEPRO

1. Click the "New Button" in the upper left corner.



2. Select "Import new documents from Disk" from the dropdown menu
3. Select the desired document from the folder in which it is saved.

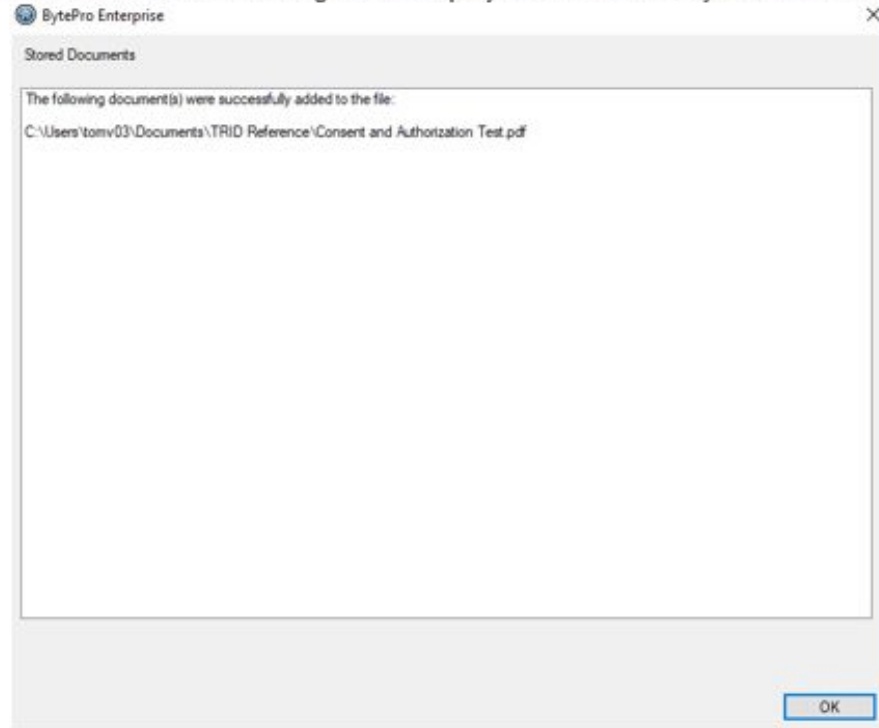
Name

- CD 3 Day Rule Commentary
- CIM # 29.1 - Addendum
- Consent and Authorization Test
- Re-Disclosure FAQ 06-08-17
- Sellers Guide 2018 04 17 - UW Collateral ...



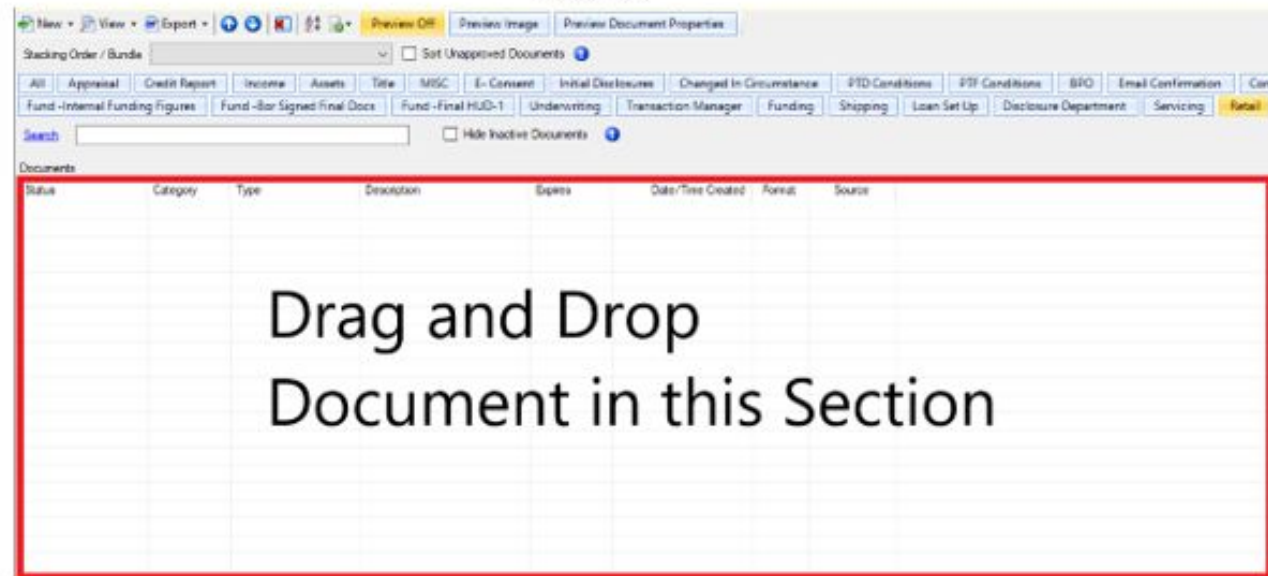
# UPLOADING DOCUMENTS TO BYTEPRO

4. Click the "OK" button when the acknowledgement displays the successfully added message.



# UPLOADING DOCUMENTS TO BYTEPRO

The second method is to drag and drop the document from its previously saved location into the documents list in BytePro.



# UPLOADING DOCUMENTS TO BYTEPRO

The title of the document will default to the previous saved title of the upload. If the name needs to be edited, do so in the "Description" field in the top right corner of the "Import and Edit Documents" popup window which appears.

The screenshot shows the 'Import and Edit Documents' window. At the top, there are fields for Status (Not Reviewed), Type, Category, and Description. The Description field is highlighted with a red box and contains the text 'Verbal Borrower Certification and A...'. Below these fields are 'Needed Item' and 'Condition' dropdowns. The main area is split into two panes. The left pane shows a list of document types, including '1008 Transmittal Sum...', '203K Borrower Ackn...', '203K Consultant Rep', '203K Homeowner Ac...', '203K Initial Draw Re...', '203K Maximum Mortg.', '203K Rehabilitation A.', 'Abstract Notice Agre...', 'Abstract of Judgment', 'ACH Debit Authorizati', 'Acknowledgment of ...', 'Affidavit of Death', 'Affiliated Business At...', 'Agg Escrow - Final Ba...', and 'Airport Noise Pollutio...'. The right pane shows a preview of a document titled 'Verbal Consent and Confirmation' from CITADEL. The document text includes a thank you message, a section for 'Verbal Consent to Obtain and Review Credit', and a section for 'Cardholder Information' with fields for LID, Email, Phone, and NALID. At the bottom right, there are buttons for 'Store New Documents' and 'Cancel'.

When ready to import, click the "Store New Documents" button in the bottom right corner of the same window.

A close-up of the bottom right corner of the 'Import and Edit Documents' window, showing the 'Store New Documents' and 'Cancel' buttons. The 'Store New Documents' button is highlighted with a blue border.

# ANY QUESTIONS?

