

TRANSACTION MANAGER/RETAIL PROCESSOR FILE PROCESSES

(Revised 04/27/20)

TMs/Retail Processors must adhere to the file processes outlined below and incorporate any file flow changes/updates that are communicated via General Announcement and Management. All General Announcements, Forms, and additional training resources are available on the CSC Cintranet.

TMs/Retail Processors should direct any file flow questions to Management/Director of Operations.

TM to reference FAQ regarding to determine when re-disclosures are required. The UW is responsible for triggering revised LE disclosure tasks. TM to utilize CSC QC department to verify if there is a special circumstance not identified on the re-disclosure FAQ to determine if re-disclosures are required. TM should include TM Lead, TM Supervisor and Direction of Operations on all QC emails.

CSC File Progress Deadlines

7 Days (TRID Loans)

CSC Intent to Proceed to be returned within 7 business days

(TM should close out TM – Borrowers CSC INTENT TO PROCEED TASK once received)

30 Days

Approvals are valid for 30 days; Appraisal and PTDs must be provided within 30 days

Review TM Follow Ups and Aged Loan Policy.


NON-TRID LOANS: ALL NOO PURCHASES/ODF+/ODF Foreign National/ODF NL/NOO Business Purpose Loans/Loans Closing in an Entity Name/Standard Business Purpose Loans

(reference Non-TRID Designation Cheat Sheet)

The CSC TM Screen will identify files that have NOT been disclosed and are considered NON-TRID. *In the event that CSC has issued disclosures on a file that should be considered NON-TRID, the TM may request that QC update the file to NON-TRID. TM should include TM Lead, TM Supervisor and Direction of Operations on all QC emails.*

TRID Compliance

Intent To Proceed Date	<input style="width: 90%;" type="text"/>	•	<input type="checkbox"/>	Non-TRID
Appraisal Order Date	<input style="width: 90%;" type="text"/>	•		
Appraisal Invoice Date	<input style="width: 90%;" type="text"/>	•		
Appraisal Inspection Date	<input style="width: 90%;" type="text"/>	•		
QC Approved CIM #29 - Date Approved by QC	<input style="width: 90%;" type="text"/>	•		
TRID Justification Received Date	<input style="width: 90%;" type="text"/>	•		
<input type="checkbox"/> TRID Justification Received				



Notice of Intent to Proceed

- CSC will issue an INITIAL LE/disclosures based on the AE synopsis within 72 hours of the submission being received
- The NOTICE OF INTENT TO PROCEED is only included in the first set of disclosures issued
- The borrower may return the signed FORM or follow the confirmation instructions within the body of the disclosure email
- Upload the borrower's CSC ITP to DV within 24 hours of receiving from the borrower
- Rename the document CSC LE INTENT TO PROCEED – cond #4305 mm/dd/yy
- Change status from NEW DOCUMENT to NEW CONDITION in DV
- Update "Intent to Proceed" field date in the TM Screen within Byte Pro
- A note will be automatically added to the conversation log to indicate the date the CSC ITP was received.

▼	04/27/2020 11:00 AM	ITP	Borrowers CSC ITP received. Review DV to validate CSC ITP date.
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TM should ADD "ITP" into the "Talked To" section of the note in the convo log for easy reference.

(DO NOT indicate a borrower's ITP date in connection with a broker/prior lender LE in Byte Pro)

- TM to notify the broker (cc AE) that you have received the borrower's ITP and they "may" proceed to order the appraisal

IMPORTANT: The "INTENT TO PROCEED DATE" within Byte Pro is ONLY to reflect the date the CSC INTENT TO PROCEED executed by the primary borrower. DO NOT complete this date based on a broker issued LE/ITP.

RETAIL PROCESSORS: APPRAISAL CANNOT BE ORDERED UNTIL AFTER CSC ITP HAS BEEN RECEIVED AND DOCUMENTED IN DV AND BYTE PRO.

Notice of Intent to Proceed – Transaction Manager Screen details

TRID Compliance

Intent To Proceed Date ▼

Appraisal Order Date ▼

Appraisal Invoice Date ▼

Appraisal Inspection Date ▼

QC Approved CIM #29 - Date Approved by QC ▼

TRID Justification Received Date ▼

☐ TRID Justification Received

TRID LOANS:

The borrower must respond provide their CSC ITP within 7 business days or file may be subject to cancellation. The TM can track files with pending CSC ITPs by reviewing their TASK list. This task should be closed out once the CSC ITP has been received.

SAMPLE TASK:

7025064	Conner, Suzette	TM - Borrowers CSC INTENT TO PROCEED received	LaurenH	Transaction Manager
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Loan Approvals

- Approvals should be sent out within **2 hours** of the task being created by UW
(TM may NOT wait until the end of business to send out new UW decisions)
- **NEW UW APPROVALS:**
- TM to PRINT a copy of the APPROVAL and maintain in TM folder to reference when PTD conditions are provided to document the items received/uploaded to DV.
- Review the conditions listed on the approval to ensure that they apply to this transaction.
- Review the appraisal conditions on the approval to ensure that they are accurately reflected.
- Review the AE Synopsis and compare the approval terms submitted to the actual approval
**provide feedback within your email to identify WHY a loan was not approved as submitted*

IMPORTANT: REVIEW THE CONVERSATION LOG TO CONFIRM THAT AN UW SUPERVISOR HAS COMPLETED THE 2ND SIGN OF THE INITIAL UW DECISION. DO NOT RELEASE THE INITIAL APPROVAL UNTIL YOU HAVE CONFIRMATION THE FILE HAS BEEN 2ND SIGNED.

- **SUSPENDED NOW APPROVED:** Review the TASK screen to be sure that an INITIAL DISCLOSURE TASK has been created; IF a disclosure task has not been created, you must have UW create the task for the disclosure desk to process disclosures. Email the UW and 'cc' QC.
- Approvals should be sent out within **2 hours** of the task being created by UW
(TM may NOT wait until the end of business to send out new UW decisions)
- TM to PRINT a copy of the APPROVAL and maintain in TM folder to reference when PTD conditions are provided to document the items received/uploaded to DV.
- Review the conditions listed on the approval to ensure that they apply to this transaction.
- Review the appraisal conditions on the approval to ensure that they are accurately reflected.
- Review the AE Synopsis and compare the approval terms submitted to the actual approval
**provide feedback within your email to identify WHY a loan was not approved as submitted*
- Email approval to broker, AE, Loan Officer and Processor (*cc TMS if instructed to do so*)
- On TRID loans, the disclosure team will generate a REVISED LE/disclosures and send to the borrower via email or MAIL the disclosures IF an E-Consent/Email address are not in file
- The disclosures issued based on the approval will LOCK IN the terms approved (*pricing*) for 30 days
- Notify the broker/AE if you have received the borrower's CSC ITP and that the broker "may proceed" to order the appraisal at their discretion

Suspended/Denied Files

SUSPENSE NOTICE

- TM to generate a Suspense Notice from BYTE PRO to ensure the UW name does not appear at the bottom of the form
- Suspense/Decline Notices should be sent out within **2 hours** of the task being created by UW
(TM may NOT wait until the end of business to send out new UW decisions)
- TM to PRINT a copy of the SUSPENSE NOTICE and maintain in TM folder to reference when suspense conditions are provided to ensure the items requested are being provided.
- Send the suspense notice to the AE first so that he/she can review before notifying the broker
**Update convo log that the suspense notice has been issued to AE*
- **Once the AE has confirmed receipt and advised to deliver to broker, email the Suspense notice to the broker cc AE (*cc TMS if instructed to do so*)**

SUSPENSE NOTICE continued...

- TM should NOT clear the TASK until the TM has delivered the suspense notice to the broker OR until the AE has confirmed that he/she has provided the Suspense Notice to the broker.

IMPORTANT: REVIEW THE CONVERSATION LOG TO CONFIRM THAT AN UW SUPERVISOR HAS COMPLETED THE 2ND SIGN OF THE INITIAL UW DECISION. DO NOT RELEASE THE SUSPENSE NOTICE UNTIL YOU HAVE CONFIRMATION THE FILE HAS BEEN 2ND SIGNED.

DENIAL NOTICE

- TM to generate a CSC Pre-Declination Notice from BYTE PRO
- Send the CSC Pre-Declination Notice to the AE first so that he/she can review before notifying the broker **Update convo log that the denial notice has been issued to AE*
- Once the AE has confirmed receipt and advised to deliver to broker, email the CSC Pre-Declination notice to the broker cc AE (cc TMS if instructed to do so)
- TM should NOT clear the TASK until the TM has delivered the suspense notice to the broker OR until the AE has confirmed that he/she has provided the Suspense Notice to the broker.

IMPORTANT: REVIEW THE CONVERSATION LOG TO CONFIRM THAT AN UW SUPERVISOR HAS COMPLETED THE 2ND SIGN OF THE INITIAL UW DECISION. DO NOT RELEASE THE DENIAL UNTIL YOU HAVE CONFIRMATION THE FILE HAS BEEN 2ND SIGNED.

IMPORTANT: You must notify the “Disclosure Clerk” and ‘cc’ the Disclosure Processing Supervisor if you need the Notice of Adverse Action processed earlier than the standard processing time. CSC has up to 30 days to issue the Notice of Adverse Action.

HOW TO SEND FILE BACK TO UNDERWRITING FOR SUSPENSE CONDITION REVIEW:

- Upload, rename and notate “SUSPENSE CONDITION” cond # within the comment
- SUSPENSE CONDITIONS = create TM SUSPENDED CONDITION REVIEW TASK
- If an appraisal is being provided with suspended conditions, also create TM - APPRAISAL CONDITION REVIEW

****CONDITIONS FOR SUSPENDED FILES MUST BE RECEIVED WITHIN 10 CALENDAR DAYS****

Updated Approvals

- Revised Approvals should be sent out within **2 hours** of the task being created by UW *(TM may NOT wait until the end of business to send out; TM can document)*
- TM to PRINT a copy of the revised APPROVAL and maintain in TM folder to reference when PTD conditions are provided to document the items received/uploaded to DV.
- Approvals should be sent out within 2 hours of the task being created by UW

IMPORTANT: BEFORE sending the update to the broker/AE, the TM should review the updated approval to COMPARE what the UW cleared/updated on the approval with what you sent back for review. The TM is to utilize the **TM – Request for UW to Revisit Condition(s)** task if there are conditions that were not cleared but were provided.

- TM to use the **TM – Approval/Suspense Correction Request** task if you need the UW to correct comments within a specific condition. Email the UW/UW Lead and document the conversation log.
- Be sure to include the UW Team Lead on ALL compliance or process corrections.

Updated Approvals continued...

- Review DV to ensure that the UW completed a Loan Re-Work (if applicable) OR noted why the file could not be re-worked based on the terms requested
- IF an appraisal review was completed, review the VS appraisal analysis to confirm that UW added the appropriate "Appraisal Conditions" to the approval
- IF an appraisal review was completed and the BPO is NOT required, the UW should DELETE cond #4402
- IF an appraisal review was completed and a BPO is required due to NON-AMC or an upfront fee is required at UW Mgmt's discretion, then cond #4402 and cond #4409 must be reflected

Review current CSC Policy regarding BPO and upfront fees to identify that the UW has conditioned the file appropriately.

- Email updated approval to broker, AE, Loan Officer and Processor (*per submission form*)
- Be sure to identify specific underwriter updates as needed (*BPO required, counter offer, etc.*)
- Use your **HIGHLIGHT feature** to highlight the updated approval date, outstanding PTDs, UW updated comments, expiring items needed, etc.

IMPORTANT: ALWAYS compare the loan terms Loan Type (Fixed/ARM/IO), Loan Amount, Appraised Value (Refi), Purchase Price, Property Type, Rate, CSC Fees the last set of disclosures issued by CSC. IF the terms have changed and require RE-DISCLSOURE, review the TASK screen to confirm that the disclosure department has been notified to re-disclose.

- IF there are changes in which a re-disclosure is necessary, be sure that a RE-DISCLOSURE task has been opened in Byte Pro. This is automatically triggered by the UW. **The TM is NOT permitted to create the re-disclosure task.** Email the UW/UW Lead and 'cc' QC and Trudy Barton if you identify that a file requires re-disclosures and the task is not set.
- Communicate to the broker/AE that re-disclosures are required
(re-disclosures can take up to 72 hours to be processed; there is a three day waiting period IF re-disclosures are sent electronically AND a six day waiting period IF re-disclosures are mailed)
- Re-disclosures will be issued to the borrower via email or MAILED if an E-Consent/Email address are not in the file
- Use the HIGHLIGHT feature to identify outstanding conditions and updated comments noted by UW

HINT:

Always manage the broker that all expiring items must have a minimum of 8 days before a file can be transferred to closing.

PURCHASE transactions – insurance effective date CANNOT be earlier than 10 days from closing/funding. CSC requires the insurance invoice to verify the current balance due.

REFINANCE transactions – insurance policies expiring in less than six months will require a copy of the RENEWAL. CSC requires the insurance invoice to verify the current balance due.

*****In the event a renewal policy is not yet available to be released, you will need to request an exception from funding management to pay through closing.***

Loan Re-Work Request

- Broker must provide a COMPLETED Loan Re-Work Request form along with the 1003, Est Settlement Statement/CD, Purchase Contract Addendum (if applicable)
- Any CHANGES that the broker is requesting must be identified on the Loan Re-Work Request form (debts being paid off, loan amount, product type, LPC, BPC, etc.)
- Upload the Re-Work Request form and 1003 to DV and save as RE-WORK REQUEST; change to NEW CONDITION
- The TM must determine that there is a valid reason to send the file back to UW to request a re-work IF the broker has not yet provided PTD conditions; the broker MUST provide any DEAL BREAKER conditions before you can send a file back for a re-work
- TM must set the **TM – LE Changed Circumstance Introduced Fee** task to notify the disclosure department of fee changes requested by the broker. Failure to set this task will cause fee updates NOT be processed by the disclosure team and result in a RESPA CURE.

TM to reference the Byte Pro CIC Automation and Re-Disclosure FAQ General Announcement issued 07/09/19.

NOTE: BEFORE the TM can submit a re-work to change from BPC (Borrower Paid Comp) to LPC (Lender Paid Comp), the TM must confirm with VENDOR MANAGEMENT that the broker is approved for LPC and verify the % of LPC approval. This must be notated on the Conversation log.

(The UW will update the LPC comp if the re-work submitted can be approved)

Lender Paid Comp (LPC)

Lender Paid %:

Broker is approved to receive LPC? ☐ Yes ☐ No

LPC Comp Tier(s) approved:

HOW TO SEND FILE BACK TO UNDERWRITING FOR A RE-WORK (including Introduced Fees):

- RE-WORK = create TM CONDITION REVIEW task **AND** TM RE-WORK REQUEST task
- Increased broker fees = create TM – LE Changed Circumstance Introduced Fee
- CONDITION and VALUE REVIEW (appraisal, BPO) = create TM CONDITION REVIEW TASK **AND** TM APPRAISAL CONDITION REVIEW or TM BPO CONDITION REVIEW task
- APPRAISAL CORRECTIONS = create TM CONDITION REVIEW **AND** TM VALUATION CONDITION REVIEW task

Condition Review

- TM to update the conversation log in Byte Pro to indicate when conditions are received by the broker (*RECOMMENDATION: Copy/Paste email to include TIME STAMP and broker's feedback*)
- TM can create an AD HOC task as a reminder to upload conditions
- TM must review/upload and provide feedback to the broker no more than 24 hours from receiving conditions
- **TM to notify TM Lead and TM Supervisor if condition upload is going to exceed the 24 hour turn time**
- Upload documents within Doc Velocity (REMEMBER to change to **NEW CONDITION** status)

Condition Review continued...

- Each DOCUMENT must be assigned the appropriate document name from the document dictionary
- ADD CORRESPONDING CONDITION # in the NOTE/COMMENT section of the document
REMINDER:
 - Appraisal – add INSPECTION date next to the Cond #
 - Appraisal Invoice – add ORDER or CHARGED date (*whichever is earliest*) next to the Cond #
 - CSC Intent to Proceed – add ITP received date next to Cond #4305
 - TRID JUSTIFICATION DOCS – upload BROKER/LENDER ITP and LE in one upload; ADD ITP date
- The appraisal report gives you the GREEN LIGHT to send the file back into underwriting however, all SUBJECT TO REQUAL conditions, including #4100, #4101 conditions must also be provided
- Review the appraisal invoice and compare the amount to the last LE disclosed. If the fee is higher, request a Re-Work form from the broker so that the fee can be re-disclosed
- If the VALUE is different than the value reflected on the approval, you must confirm if terms are changing. A Re-Work form is required to validate the change in terms. TM to notate the
- conversation log if the broker confirms that there is no loan amount change. Pricing will be adjusted based on updated value.
DO NOT task the file to UW until you have the Re-Work form and confirmation that there are no loan amount changes.
- IF the appraisal has been previously signed off, you must have ALL remaining PTD conditions in order to send the file back to underwriting for final review.
- IF however, you are trying to get authorization to order a BPO and you have all “deal breaker” conditions, you can submit the file back to underwriting to get authorization to order the BPO and initiate that process.
- In some cases, if you have ALL PTD conditions but no appraisal, then you may deliver the file back to underwriting for review and clearance.
- **TM must MOVE the ‘conditions received’ folder from the TM DROP FOLDER in BOX into the borrower’s specific folder within the TM PERSONAL FOLDERS in BOX. This MUST be completed once conditions have been uploaded to DV.**

NOTE: TM must maintain a clean BOX “Drop” folder. Only items that have not been uploaded to DV should remain in the TM’s “Drop” folder. TMs not maintaining their BOX folders on a DAILY basis may be subject to disciplinary action for failure to follow process.

- Update the conversation log that the file has been sent to underwriting for condition review
- Update TM Forecast field as needed (ex. In UW 4/7 @ 10:19am)
- Create your TM VETTING REVIEW task IF you have the Closing Protection Letter (CPL) and WIRE INSTRUCTIONS (be sure these are uploaded to DV separately)
- Create a TM 4506T REQUEST FOR PROCESSING task IF, the UW approval requires a 4506T to be processed. You must first review the 4506T and confirm it matches the 1040s and is on the correct form. This must be uploaded to DV before you create the task.

Condition Review continued...

HOW TO SEND FILE BACK TO UNDERWRITING FOR CONDITION REVIEW:

- PTD CONDITION REVIEW = create TM CONDITION REVIEW task
- RE-WORK = create TM CONDITION REVIEW task AND TM RE-WORK REQUEST task
- CONDITION and VALUE REVIEW (appraisal, BPO) = create TM CONDITION REVIEW TASK AND TM APPRAISAL CONDITION REVIEW or TM BPO CONDITION REVIEW task
- APPRAISAL CORRECTIONS = create TM CONDITION REVIEW AND TM VALUATION CONDITION REVIEW task

REMINDER: TM to set TM MULTI-PACK task if the borrower has more than one transaction in process however, the other file does not have any transaction specific conditions to review. UWs need to update “Multi-Pack” files at the same time that they are reviewing PTDs on one file.

BPO

- **IF** an INTERIOR/EXTERIOR BPO inspection has been confirmed as “REQUIRED”, be sure to identify this within the body of your email to the broker when the updated approval is being issued
NOTE: Quote 5 – 7 day turn time for BPO once inspection has been scheduled
- The BPO cannot be ordered until ALL PTD (*deal breaker*) conditions have been cleared by underwriting.
- For AMC appraisals and files that UW Mgmt has not imposed an upfront BPO fee, the broker may choose to pay the \$150 upfront. However, the fee may not be charged to the borrower and is non-refundable to the broker. CSC will not cover any increased fees due to location or property type if PTD conditions are not cleared.
- IF underwriting is requiring that a \$150 be paid upfront (cond #4409); the BPO can be ordered once you have confirmation from our accounting department that the check has been received

A BPO may be charged on any NON-AMC Appraisal as well as any file that the UW has added cond #4409, which requires an upfront payment BEFORE the TM can place the BPO order. Files that have cond #4409 listed as requirement must have payment BEFORE the TM can order the BPO regardless if all UW conditions have been satisfied. Review the Loan Approval to identify if the upfront fee provided was an UW requirement. Below are two versions of how cond #4409 could read if an upfront fee was required.

COND #4409 DUE TO NON-AMC

PTD	4409	PTD			Underwriter	Due to NON-AMC Appraisal - Provide \$150 check payable to Citadel Servicing Corp for INTERIOR / EXTERIOR BPO; Check to reflect LAST NAME AND LOAN NUMBER; BPO cannot be order until check has been received (credit cards not accepted)
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COND #4409 DUE TO OTHER

Type	No	Class	Int	Brw	Responsibility	Description
PTD	4402	PTD			Underwriter	Interior / Exterior BPO REQUIRED.
PTD	4409	PTD			Underwriter	Provide \$150 check payable to Citadel Servicing Corp for INTERIOR / EXTERIOR BPO; Check to reflect LAST NAME AND LOAN NUMBER; BPO cannot be order until check has been received (credit cards not accepted)

THE CHECK SHOULD BE SENT TO THE ATTENTION OF THE ACCOUNTING DEPARTMENT. A copy of the check will be emailed to the TMs. You may proceed to order the BPO once the check has been received.

**SAVE A COPY OF THE BPO CHECK into Doc Velocity – Add Note/Comment – BPO CHECK
Document receipt of the BPO check in the conversation log**

NOTE: CSC cannot accept any credit card payments. The broker MAY not order the BPO directly with any AMC.

- Order the BPO. **A BPO cannot be ordered from the same AMC who completed the appraisal.**
(Be sure to select *INTERIOR INSPECTION* from the drop down box)
REMINDER: The listing agent is the PRIMARY CONTACT to be listed for a purchase transaction. The borrower is the PRIMARY CONTACT to be listed for a refinance transaction. The broker is the SECONDARY CONTACT for PURCHASES and REFINANCES.
- Update the BPO Tracking section on TM screen

BPO Tracking

BPO Check Received Date

BPO Order Date

BPO Inspection Date

BPO Received Date

04/27/2020 11:16 AM	BPO ordered; confirmation uploaded to DV.
04/27/2020 11:16 AM	BPO check received; copy of check uploaded to DV.

- Once the BPO Check Received Date and BPO Order Date fields are completed, **a note will be automatically added** to the convo log.
- Upload a copy of the order confirmation to DV and save as **BPO ORDER CONFIRMATION**
(add to comment section: AMC Name /mm/dd/yy ORDER DATE)
- Update the TM Forecast field as needed
- Once the BPO Order Date has been input, the system will auto create the following tasks:
TM – BPO INSPECTION CONFIRMED and TM BPO REPORT FOLLOW UP tasks

IMPORTANT: TM must continue to follow up with the AMC for INSPECTION DATE DETAILS and report timelines until the BPO is received. DO NOT WAIT for the AMC. Inspection details should be updated to convo log and broker/AE within 48 hours of the order being placed. TM to notify TMS if there are **AMC** delays.

In the event the AMC has an 'increased' fee for the BPO due to location and property type, then the broker will have to pay the difference OR satisfy the remaining PTDs. TM to get approval from Director of Operations to authorize any increased BPO fees.

BPO continued...

BPO REPORT RECEIVED

- Upload the BPO report and BPO invoice separately into DV; label using the correct document name in the document dictionary, add Cond #, change to status to NEW CONDITION
- Input the BPO Received Date in the TM Screen.

The image shows a 'BPO Tracking' form with four date fields: 'BPO Check Received Date' (04/20/2020), 'BPO Order Date' (04/20/2020), 'BPO Inspection Date' (04/25/2020), and 'BPO Received Date' (empty). A red arrow points from the 'BPO Received Date' field to a log entry below. The log entry shows a timestamp '04/27/2020 11:22 AM' and the text 'BPO received and submitted to VS/UW for review.'

04/27/2020 11:22 AM	BPO received and submitted to VS/UW for review.
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- **A note will be automatically added to the convo log and the file will be automatically tasked to UW/VS for BPO review.**

HOW TO SEND FILE BACK TO UNDERWRITING FOR BPO REVIEW:

BPO = Requires TM CONDITION REVIEW TASK **AND** TM - BPO CONDITION REVIEW task

CSC CREDIT EXPIRATION/CREDIT UPDATE REQUEST

- Applies IF CSC's credit has expired or to satisfy cond #4105 Expiration Date requirements
- TM to contact CSC credit vendor by PHONE and request that the "FLAG BE REMOVED"
- Be prepared to provide the credit vendor with the COMPUTER ID# or credit report reference #
- TM to notate the conversation log that the credit flag has been removed
- TM to create the TM CREDIT REPORT UPDATE REQUEST task in Byte Pro when sending back for UW condition review
- **TM may not send a file to for a credit re-pull in an effort to simply improve the borrower's credit score; Credit re-pulls prior to the credit expiration date must be reviewed and approved by the Director of Operations.**

REMINDER: Credit is NOT required to be re-pulled IF the borrower(s) "SIGNED" loan documents PRIOR the credit expiration date.

HOW TO SEND FILE BACK TO UNDERWRITING FOR CREDIT REPORT UPDATE:

- Create TM CONDITION REVIEW task to place file in line for UW review
- Credit Report Update = create TM CREDIT REPORT UPDATE REQUEST

VETTING

Reference Vetting Review Training guide on CSC Cintranet for further guidance.

- TM to upload Closing Protection Letter and Wiring Instructions to DV; each document MUST be indexed separately in DV
- Settlement agent's location and name on the wire instructions should MATCH the CPL
- Title Order Number should also match the order number listed on the CPL
- The wiring instructions must contain TWO transaction specific identifiers
- TM to review WIRE INSTRUCTIONS and determine the company's wire account that funds are being "CREDITED TO".
IF the wire instructions indicate that funds are to be credited to a MAJOR TITLE COMPANY'S account, then no additional vetting requirements apply.
- TM to review the CSC FUNDING LOG, APPROVED CLOSING AGENTS TAB, in order to determine if the closing agent was vetted IN HOUSE by CSC or if they are a MAJOR TITLE COMPANY
- TM to create TM – VETTING REVIEW TASK if the closing agent is not approved on CSC Funding Log or if they are not listed as a MAJOR TITLE COMPANY
- Please allow 48-72 hours for vetting to be reviewed
- TM to notify broker/AE immediately IF the closing agent is NOT VETTED or approved

NOTE: TM should generate a CSC Secure Insight Vetting letter from CUSTOM DOCUMENTS within Byte Pro and email the letter to the broker with instructions on how the closing agent can register become an approved.

Reference IN HOUSE VETTING requirements for New Jersey closing agents who are not already approved with Secure Insight. DO NOT send the CSC vetting letter for NJ closing agents.

IN HOUSE VETTING REQUIREMENTS

TM to submit the following information to Terrie Hagerty and 'cc' TM Lead, TM Supervisor and Direction of Operations for vetting approval of title companies who refuse to obtain approval thru Secured Insight:

EMAIL SUBJECT LINE should identify:

In House Vetting Request - Closing Company's Name – CSC Loan #/File Name

- Provide copy of state license for Company. If the applicable company has approved to conduct business in multiple states, they must provide a copy of the license for each state they are seeking approval for those states.
- Provide copy of individual license for all individuals involved in the closing of transactions on behalf of the company if such licensing is required by the state regulation.
- A copy of Policies and Procedures. This request is similar to the Best Practices notification provided by ALTA to its members in 2014.
- A copy of current E&O insurance for company
- A copy of current liability insurance for company
- If company is an authorized agent for multiple title companies, they are required to provide a list of those companies.
- References
- A copy of the CPL must be provided issued by major title company.
- Copy of wire instructions

VETTING Continued...

Once all documents are received, please forward information to Terrie Hagerty ('cc' TMS) with an anticipated closing date. **DO NOT FORWARD REQUEST UNTIL ALL INFORMATION IS RECEIVED.**

Please allow 7-10 business days for IN HOUSE VETTING to be processed.

REQUEST TO ADD BRANCH TO AN ALREADY APPROVED AGENT ON CSC FUNDING LOG

TM to submit CPL, WIRE, Branch License and Branch E&O policy to EVP, Terrie Hagerty and 'cc' TM Lead, Trudy Barton and Stephanie Ponce, and request if the branch can be added to the CSC Funding Log. Terrie will advise if additional items are required in order to add the branch.

EMAIL SUBJECT LINE should identify:

Request to ADD BRANCH – Closing Company's Name – CSC Loan #/File Name

FLOOD CERTIFICATION

- A Flood Cert task is auto created once the value has been reconciled by the VS Department. A TM can manually create a FLOOD CERT task within Byte Pro when the appraisal has been received.

***NOTE:** Please review the notes in the convo log and DV before creating a Flood Cert task to ensure we are not ordering this twice.*

- Please allow 24 hours for the flood cert to be generated by the LSU department or Assistant TM
- IF Flood Insurance is required, request from the broker
- IF the appraisal does not reflect that the property is in a flood zone, the appraiser will need to update to YES. TM is permitted to provide the flood cert to the broker to submit to the AMC/Appraiser for the correction.
- Underwriting must be made aware of FLOOD INSURANCE if this was not initially conditioned for as this does affect the DTI and must be reflected on the UW Worksheet.
- Flood insurance not previously disclosed on the LE will require re-disclosures
- In the even that there is dispute that the property is NOT in a flood zone, the request must be submitted to the vendor along with supporting documentation. CSC will not remove the requirement of flood insurance if the vendor does not issue a revised flood cert confirming that the property is not in a flood zone.

REMINDER: IF FLOOD INSURANCE IS REQUIRED, the policy must be paid in full up front.

POWER OF ATTORNEY

On loans where we have been notified a Power of Attorney is being used, the following must occur:

TM must complete the POA LEGAL REVIEW Screen in Byte Pro to ensure the required items have been provided.

TM to upload these items to DV and email them to Terrie Hagerty, Corporate Counsel, Legal Assistant and 'cc' TM Supervisor and Director of Operations using the "POA LEGAL REVIEW" task email which is generated from the POA LEGAL REVIEW screen.

EMAIL SUBJECT LINE should identify:

POA Request – CSC Loan #/File Name

POWER OF ATTORNEY Continued...

- Legible, fully EXECUTED copy of the “Transaction Specific” POA being used.
(TM is NOT permitted to move file to the closing department without the Executed POA being approved by Legal/Executive Management.)
- Title must provide confirmation of the following:
 - a. Approve use of the POA.
 - b. Acknowledge the requirement that the POA must be recorded concurrently with the security instrument.
 - c. Affirm that a copy of the recorded POA will be provided to CSC.
- Verification of the relationship between parties. If entities are not related, then a letter from borrower explaining the use of a non-family member for the attorney-in-fact.
- A copy of the driver’s license from the attorney-in-fact should also be requested.

As a reminder to all parties, we are not attorneys therefore are not offering legal advice regarding the validity of the document itself, we are strictly approving the use of a Power of Attorney by the borrower in executing CSC Loan documents subject to title approval.

A TM may not move a file to the closing department if a POA is pending approval or corrections.

Please allow 3-5 business days for Legal/Executive Management review and feedback. The TM can track POA progress from the CSC TM Screen.

Legal Department Review			
Power of Attorney submitted by TM:		Entity Review Submitted by UW:	
* TM to complete POA Legal Review Screen		* UW to complete the Entity Review Screen	
POA Request Submitted	<input type="text"/>	Entity Review Submitted	<input type="text"/>
POA Initial Review Completed	<input type="text"/>	Entity Initial Review Completed	<input type="text"/>
POA Pending Addtl Items	<input type="text"/>	Entity Pending Addtl Items	<input type="text"/>
POA Additional Items Submitted	11/18/2019	Entity Additional Items Submitted	<input type="text"/>
POA Additional Items Reviewed	<input type="text"/>	Entity Additional Items Reviewed	<input type="text"/>
POA Request Approved	<input type="text"/>	Entity Request Approved	<input type="text"/>

ENTITY REVIEW

The TM may trigger the UW to send a file for legal review upon receipt of the “Entity” documents. This progress can be tracked within the Legal Department Section of the CSC TM Screen.

HOW TO SEND A FILE TO UW FOR ENTITY REVIEW CONSIDERATION:

- Create TM – ENTITY DOCUMENTS SUBMITTED FOR UW REVIEW task to place file in line for UW **review to the Entity Documents.** The UW will review the Entity Documents in DV and complete the checklist on the Entity Review Screen to trigger the file for Legal Department review.

NOTE: The TM can send the file back for ENTITY REVIEW without providing any other PTDs. In the event additional PTDs are being provided, the TM should also set the TM CONDITION REVIEW task for the UW to identify that there are additional conditions in DV for UW review.

Initial CD Request

- Complete the CD/INITIAL DOC PREP CHECKLIST – page 1
- Complete the TM CD-DOC PREP Screen in Byte Pro
- Vetting does not have to be APPROVED to submit for an INITIAL CD however it should be in process and documented on the convo log or the doc drawer may HOLD on issuing the CD
- IF changing closing agents is REQUIRED due to conflict of interest, then a CD cannot be issued as the fees disclosed may change
- Value MUST be cleared/reconciled and updated by the UW before submitting for Initial CD
- Appraisal, Analysis and/or BPO/2nd Appraisal(s) must be sent to borrower prior to tasking for Initial CD
- TM must review the “Analysis of Appraisal” in DV and validate that the VS RECONCILED VALUE is completed and the DATE COMPLETED is reflected. TM to verify that the RECONCILED VALUE does not exceed the appraised value and that UW has updated the CSC Reconciled Value on the approval.

NOTE: Loan Set Up department or Assistant TM can send out valuations to the borrower(s)

- TM to review Outstanding PTDs with TMS to determine if file is eligible for Initial CD
- Email broker/AE using INITIAL CD template once the INITIAL CD has been requested
- 12pm PST = WET cut off; 3pm PST = DRY cut off

HOW TO SUBMIT A FILE TO CLOSING FOR CD/INITIAL DOC PREP PROCESSING:

TRID LOANS

Go to the TM CD-DOC PREP screen.

TM to input the “Initial CD Req Date” once the TM-CD DOC PREP screen and CD CHECKLIST have been completed in full. Populating a date into this field will initiate the following actions:


TASK CREATION – TM - Initial Closing Disclosure (CD) Request

SYSTEM WILL ADD A NOTE TO THE CONVO LOG:

CD Request Submitted (Cut off time: WET 12pm PT; DRY 3pm PT)

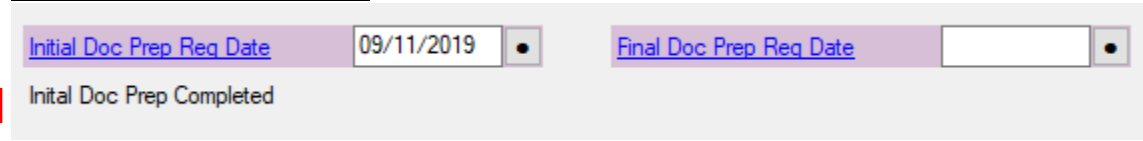
Transaction Management Screen will identify the progress of the CD/CONFIRMATION

TRID	
Initial Final CD Issue Date	<input type="text"/>
Confirmation Initial CD Received Date	<input type="text"/>
Earliest Docs Can Be Dated	<input type="text"/>



NON-TRID LOANS

INITIAL DOC PREP REQUEST



Initial Doc Prep Req Date	09/11/2019	Final Doc Prep Req Date	
Initial Doc Prep Completed			

TM to input the “Initial Doc Prep Req Date” once the TM-CD DOC PREP screen and CD CHECKLIST have been completed in full. Populating a date into this field will initiate the following actions:

TASK CREATION – TM - Initial Doc Prep - Business Purpose Loan

SYSTEM WILL ADD A NOTE TO THE CONVO LOG:

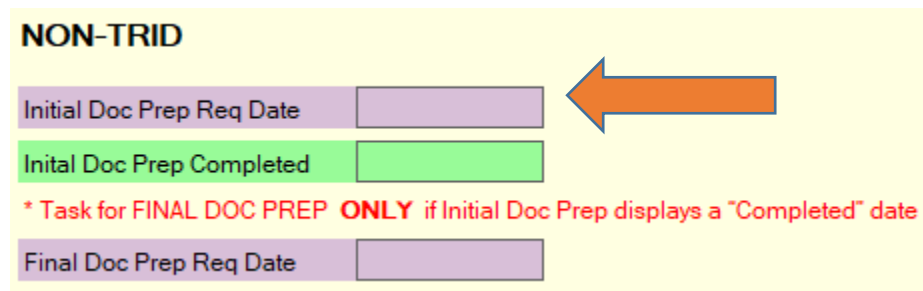
Initial Doc Prep Request Submitted (Cut off time: WET 12pm PT; DRY 3pm PT)

A loan that originally had an LE disclosed but QC has deemed eligible to close as NON-TRID for compliance purposes, will require the “manual” creation of the INITIAL DOC PREP and/or FINAL DOC PREP task by the Director of Operations. TM may not request that the task be created until the INITIAL DOC PREP checklist and TM-CD Doc Prep screen have been completed.

REMINDER: The “Initial Doc Prep Req Date” is to be used when moving a file to Ready for Docs status IF the file has NOT yet had this step completed. IF the “Initial Doc Prep Completed” field is populated, then the TM must set a “Final Doc Prep Req Date” when moving the file to a Ready for Docs Status.

In the event that you create a task in error, please notify Funding Management and ‘cc’ Trudy Barton and Stephanie Ponce to have the task removed. Transaction Managers/Retail Processors are NOT permitted to delete a task once it has been created. Transaction Managers/Retail Processors may remove the date if in this field if created in error. The convo log should be updated to note that the task was created

Transaction Management Screen will identify the progress of the DOC PREP



NON-TRID	
Initial Doc Prep Req Date	
Initial Doc Prep Completed	
* Task for FINAL DOC PREP ONLY if Initial Doc Prep displays a "Completed" date	
Final Doc Prep Req Date	

Ready for Docs Status

- TM Doc Prep Checklist – page 2 must be completed in full PRIOR transferring to the closing dept.
- TM to PRINT the final approval released by UW and review that ALL PTD conditions have been cleared and that there are no PTF conditions reflected.

CSC policy does not permit conditions to be moved PTF on any WET STATE transactions.

- TM to review and update the TM DOC-PREP Screen for completion.
- EXPIRATION dates updated by the UW before transferring to closing
- **Ready for Docs Status**

READY FOR DOCS Status Continued...

REMINDER: TM must request updated creditor payoffs, mortgage payoffs to meet the eight (8) day requirement. TM should review the UW WS to identify if there are multiple mortgages as well as the Asset Summary for multiple asset accounts.

- Initial Appraisal has been confirmed RECEIVED by borrower or applicable waiting period expired
- Appraisal Analysis and/or BPO/2nd Appraisal have been sent to the borrower AND CONFIRMED received OR a signed ECOA waiver has been uploaded to DV and documented as received in Byte Pro

REQUIRED FOR NON-TRID LOANS

FINAL DOC PREP REQUEST

Initial Doc Prep Req Date 09/10/2019

Final Doc Prep Req Date

Initial Doc Prep Completed 09/10/2019

TM to complete the “Final Doc Prep Req Date” **ONLY** when **ALL** of the following apply:

- TM-CD DOC PREP screen and CD CHECKLIST completed in full
- **Initial Doc Prep was previously completed** IF Initial Doc Prep was not previously completed then DO NOT create a FINAL DOC PREP task. TM must ONLY create the Initial Doc Prep task.
- Populating a date into this field will initiate the following actions:

TASK CREATION – TM - Final Doc Prep Business Purpose

SYSTEM WILL ADD A NOTE TO THE CONVO LOG:

Final Doc Prep Request Submitted (Cut off time: WET 12pm PT; DRY 3pm PT)

- IMPORTANT: FIRST take a SNIP IT of the DOCUMENT EXPIRATION section from your TM screen

EXAMPLE:

Expiration Dates

Documents Expiration Date

Credit Expiration Date ☐ N/A

Mortgage Rating / VOR ☐ N/A

Income Borr 1 Expiration Date ☐ N/A

Income Borr 2 Expiration Date ☐ N/A

Asset Expiration Date ☐ N/A

Title Expiration Date ☐ N/A

Appraisal Expiration Date ☐ N/A

[Appraisal Recert](#)

[Vetting Expiration Date](#) ☐ N/A

[Insurance Effective Date](#) ☐ N/A

Insurance Expiration Date Wet ☐ N/A

[Flood Insurance Effective Date](#) ☐ N/A

[Condo Master Policy Expiration](#) ☐ N/A

Lock Expiration Date

Rate Sheet Date

Final 1003 Completed ☐

Escrow Hold Back ☐

☐ **PRIORITY REQUEST**

Reason for Priority Request:

READY FOR DOCS Status Continued...

- Go to the STATUS screen and select the DIAL BUTTON next to “READY FOR DOCS”
- Send the Ready for Docs TASK EMAIL to the list of specified closing team members and TM Supervisor; include a SNAP SHOT of your DOCUMENT EXPIRATION DATES; include loan details (example: \$162,000 – PURCHASE – FLORIDA or \$175,000 – OO REFI – CALIFORNIA)
- 12pm PST = WET cut off; 3pm PST = DRY cut off
- Advance the READY FOR DOCS date in the status screen if you are transferring a file after cut off

IMPORTANT:

PURCHASE transactions – insurance effective date CANNOT be earlier than 10 days from closing/funding
REFINANCE transactions – insurance policies expiring in less than six months will require a copy of the RENEWAL. ***In the event a renewal policy is not yet available to be released, you will need to request an exception from funding management to pay through closing.*

CD and Closing Process Overview **turn times are subject to change*

- A CD is issued to the borrower within 1-2 business days of INITIAL CD task being created
- The PRIMARY BORROWER must confirm receipt directly to the closing department as instructed in the CD email. The CD email is ONLY sent to the borrower.
- The doc processor will notify the TM that a CD has been issued. The TM must notify the AE/BROKER to have the borrower confirm receipt.
- CSC will NOT accept a CD confirmation forwarded from the broker/AE/TM
- The doc processor will update the Byte Pro when the CD has been confirmed.

READY FOR DOCS STATUS **turn times are subject to change*

- Lenders Instructions will be issued to the closing agent (cc Broker/AE/TM) within 1 – 2 business day of the READY FOR DOCS status (STATUS – LENDERS OUT)
- The funder has 1 – 2 business days to review the CD/Est HUD from the closing agent to “balance” the file before a closing date can be set and docs drawn (CLOSING STATEMENT RECEIVED TASK – Confirms the Closing Department received the Statement)
- TM is responsible for COMMUNICATING all updates received from the FUNDER and/or CLOSER to the broker. CSC Policy DOES NOT permit the broker to communicate directly with our Funding Department.

****REFERENCE OVERVIEW OF CSC CLOSING PROCESS FOR DETAILS ON CLOSING FILE FLOW****

TM - CLOSING PROCESS	
Funder Name	
Closer Name	
Ready for Docs	<input type="text"/>
Lenders Out	<input type="text"/>
TM - Closing Statement Received	<input type="text"/> <input checked="" type="checkbox"/>
Closing Statement Received Task	<input type="text"/>
Funding - Closing Statement Received	<input type="text"/>

DOCS OUT

- TM to obtain the LO Signed Final 1003, updated Byte Pro and upload to DV; The funder will provide the TM the final 1003 to send to the broker once docs are released

***TM to review the Final 1003 signed by All Parties General Announcement for full instruction on the Final 1003 signed by LO**

TM - Final 1003 Signed by LO in DV

04/27/2020 11:39 AM	TM received FINAL 1003 signed by LO; Uploaded to DV for closer review
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- Once the TM – Final 1003 Signed by LO in DV date is input, a note will be auto added to the conversation log.
- Follow up with the broker regarding the status of the PTF conditions on the most recent approval; EXPIRED ITEMS must be collected and delivered to underwriting for clearance
- Confirm status of signed docs with the broker if they have not been returned within 48 hours of docs out

DOCS BACK

(DRY STATES and ALL OO REFIs) CSC MUST REVIEW THE “ORIGINAL” CLOSING PACKAGE PRIOR TO FUNDING; CSC HAS A 24-48 HOUR TURN TIME TO REVIEW “ORIGINAL” CLOSING PACKAGES

- You will be ‘cc’ on the DOCS RECEIVED email from the group email from “RECEPTION”
- Closing packages are scanned and processed by the Shipping department located at our Commercentre office.
- Notify the broker (cc AE) that docs have been received and that there is a 24 - 48 hour turn time for funding review

Doc Intake Date Intake Time

☐ Commerce Center ☐ Rockfield

* Closing Package confirmed received by Reception

☐ Priority Scan * Flag file for the Shipping to scan docs

"Docs Back" status confirms file in line for review

****Updates from the reception email should be documented onto the CSC TM Screen. The PRIORITY SCAN button will flag files that should be considered as a PRIORITY SCAN for the shipping department.***

Docs Back - DRY State and ALL OO REFIs

- Once the file has been scanned, the Shipping department will change the file status to “DOCS BACK”. Once the status is updated, the file is officially ready for the Closer to review the signed package. CSC turn times are based on when CSC “received” the file and not when the file was “scanned”. TM to notify TM Management and the Director of Operations if there are delays with funding package review.

Conditions Issued (DRY and ALL OO REFIs)

- Once the Closer has reviewed the closing package and issued the funding condition sheet, the “Conditions Issued” box will be completed.

FUNDING

- ALL PTF conditions must be sent directly to the funder, however, your broker should “cc” you so that you can help if needed
- PTF conditions should be received and cleared 24 hours prior to funding to avoid funding delays
- Funding must be in receipt of any misc. corrections, etc. from the closing agent by 11:00am
- Review the 1003 to determine if a VERBAL VOE is going to be required; be sure a direct contact for Human Resources has been provided in order to avoid funding delays
- IF a WORK NUMBER or other PREPAID third-party vendor is required, the broker must provide the updated VOE NO earlier than 72 hours of funding
- If there are underwriting conditions that need to be cleared, we must receive conditions 24 hours prior to funding in order to allow UW time to review
- TM to EDIT/SORT PTF broker PTF conditions received BEFORE docs are received back – Flag Conditions in Doc Velocity as PTF – Cond #, NEW CONDITION status
- **TM to create “TM - Funding Condition Review Task” to prioritize for UW review.**
- TM is responsible to provide timely feedback to broker/AE to the funding/closing process
- TM must provide updates as to outstanding PTF conditions/delays, etc. to broker/AE

TM should monitor the file progress in the Closing Department Progress section of the CSC TM Screen. This will include an overview of status dates as well as CD/DOC PREP DELAYS and DOC DRAW delays.

TM - CLOSING PROCESS	
Funder Name	
Closer Name	
Ready for Docs	<input type="text"/>
Lenders Out	<input type="text"/>
TM - Closing Statement Received	<input type="text"/> •
Closing Statement Received Task	<input type="text"/>
Funding - Closing Statement Received	<input type="text"/>
TM - Final 1003 Signed by LO in DV	04/27/2020 •
Docs Back - DRY State and <u>ALL</u> OO REFIs	<input type="text"/>
Conditions Issued (DRY and <u>ALL</u> OO REFIs)	<input type="text"/>
TM - Funding Cond Issued Date	<input type="text"/> •
Fundings on Deck	<input type="text"/>
Docs Back - WET State (Funded Loans)	<input type="text"/>