

CX Sprint 2026.02.18

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Home Portal (3)

Servicing (6)

Sitewide (3)

Tech Debt (0)



Light

Home Portal (3 items)

NEW NEW

Add 'IRS Form 1099-INT ♦ Mortgage Interest Statement' to Documents

#93207

Summary:

- Added IRS Form 1099-INT (Mortgage Interest Statement) as a new document type in the Home Portal Documents page. Borrowers can now view and download their annual mortgage interest statement directly from the portal, eliminating the need to contact support for this commonly requested document. This enhancement improves the self-service document experience during tax season.

 REMOVED

Remove error message when loan detail returns 404, prevent navigation to specific loan detail on login

#94281

Summary:

- Resolved an issue where borrowers following an outdated or bookmarked loan detail link would see a confusing red error message. The portal now gracefully handles unavailable loan detail pages by redirecting users to their dashboard instead of displaying an error. This improves the login and navigation experience for borrowers with inactive or transferred loans.

 NEW

Workflow - Borrower Auth Doc Request - Data Fix

#94315

Summary:

- Corrected a data issue in the Borrower Authentication Document Request workflow within SmartApp. The fix ensures that submitted application data is accurately passed through to the authentication document request process, preventing downstream data mismatches during the loan application flow.

Servicing (6 items)

 NEW

Add Banner for 1098 - After Delivery

#92873

Summary:

- Added an informational banner to the Servicing Portal that displays after a borrower's 1098 tax form has been delivered. The banner notifies servicing clients that their tax document is available, improving borrower awareness and reducing support inquiries during tax season. The banner displays to all applicable servicing clients once the 1098 delivery event is triggered.

 TECH

Upgrade Aspen Grove widgets to 1.51.0

#93601

Summary:

- Upgraded the Aspen Grove third-party servicing widgets to version 1.51.0, incorporating Sagent-confirmed payload changes required for Escrow

Shortage-only payment request submissions. This update ensures accurate escrow payment processing and improves compatibility with the Sagent servicing platform. Borrowers will experience improved reliability when interacting with escrow-related servicing features.

 TECH

Upgrade Aspen Grove widgets to 1.52.0

#93949

Summary:

- Upgraded the Aspen Grove third-party servicing widgets to version 1.52.0, which addresses stability issues introduced in v1.51.0. This patch update ensures continued reliability of escrow and payment servicing features for borrowers.

 NEW

1098 issue in Production

#93993

Summary:

- Fixed a production issue where 1098 year-end tax documents were not loading correctly in the Servicing Portal. Borrowers affected by this issue can now access their 1098 mortgage interest statements without errors, ensuring tax document availability aligns with IRS delivery timelines.

 TECH

Upgrade Aspen Grove widgets to 1.53.0

#94057

Summary:

- Upgraded the Aspen Grove third-party servicing widgets to version 1.53.0, delivering continued stability improvements to the servicing widget suite. Borrowers will experience improved reliability across escrow and payment-related servicing features.

 TECH

Upgrade Aspen Grove widgets to 1.54.0

#94744

Summary:

- Upgraded the Aspen Grove third-party servicing widgets to version 1.54.0, incorporating several user-facing improvements including enhanced messaging in Escrow Details (ESC 1.21), a disabled Set Up AutoPay CTA state (STO 1.4), updated shortage messaging on the main Escrow container (ESC 1.20), and additional escrow-related fixes (STO 1.3). These enhancements improve the clarity and usability of escrow and autopay features for servicing borrowers.

Sitewide (3 items)

NEW

Announcements - Extend character count

#93401

Summary:

- Extended the maximum character count for sitewide announcements to 2,000 characters. This change allows administrators to create more detailed and informative announcements for borrowers and users across the platform, supporting richer communication without requiring external links for longer messages.

NEW

Bank CMG Branding on LO Emails, Emails to Borrower + Misc Emails not already covered

#94048

Summary:

- Applied Bank CMG co-branding to all remaining loan officer and borrower-facing emails originating from the Bank CMG domain that were not previously branded. Loan officers and borrowers interacting through Bank CMG now receive fully co-branded email communications consistent with the Bank CMG identity. This completes the Bank CMG email branding initiative across the SmartApp notification workflow.

NEW

Create a console app to call submitted loan apps migration endpoint to support Bank Loan Copy project

#94483

Summary:

- Built a console application that processes loan lists generated during the Bank Loan Copy orchestration run and calls the submitted loan applications migration endpoint for each affected loan. This tool enables CX engineers to retry and complete migration steps that previously failed

due to missing targetLO data during orchestration. The application directly supports the Bank Loan Copy project by ensuring all affected loan applications are fully migrated, reducing manual intervention and improving data integrity across the platform.

Tech Debt (6 items)

 TECH

Refactor login logic to ensure the loading indicator is not turned off until the user's dashboard is shown

#66813

Summary:

- Refactored the login loading indicator logic to ensure it remains visible until the user's dashboard has fully loaded. Previously, the loading indicator would occasionally disappear too early, causing the login screen to briefly reappear before navigating the user to their dashboard. This fix eliminates the visual flicker during login, resulting in a smoother and more reliable authentication experience for all users.

 TECH

Deprecate FinancialsVerificationProvider

#67332

Summary:

- Removed the FinancialsVerificationProvider from the CX codebase as part of ongoing technical debt reduction. Financial data previously sourced through this provider is now derived directly from borrower employment and asset data associated with loan applications. This change simplifies the data access layer and reduces maintenance overhead.

 TECH

Research on Improvement of performance of UI Unit Tests

#85782

Summary:

- Investigated root causes of slow UI unit test execution and identified opportunities to improve test suite performance. The research analyzed test configuration, dependency loading, and parallelization options to reduce overall test run times. Findings will inform future optimizations to the CI/CD pipeline and developer workflow.

 TECH

Fix loan details dashboard skeleton

#94473

Summary:

- Restored the skeleton loading component on the Loan Detail dashboard page, which had been inadvertently removed. The skeleton screen now displays while loan data is loading, providing users with a visual loading indicator and preventing layout shifts. This improves the perceived performance and visual consistency of the loan detail experience.

 TECH

Fix API Build running out of disk space

#95355

Summary:

- Fixed a recurring issue where the API build pipeline was running out of disk space, causing build failures and blocking deployments. The root cause was identified and resolved by implementing disk cleanup and optimizing build artifact management within the pipeline. This fix restores build reliability and prevents future deployment interruptions caused by insufficient disk capacity.



Construct Design for In-House E-Mail Management [16 Hrs]

#93622

Summary:

- Completed technical research and design work to replace SendGrid templating with a CX-owned in-house email management system for template creation and delivery. The spike evaluated architecture options, template management approaches, and sending infrastructure requirements to reduce vendor dependency and increase control over email customization. The recommended design establishes the foundation for an in-house email platform supporting dynamic branding, improved deliverability, and reduced SendGrid licensing costs. This research enables future development of a fully self-managed email solution.

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