

## Expectations after registration: Communication, Documentation, Process to close

**Communication:** We have a team of folks working to get your loan approved! Your Account Executive worked to get you approved as a Broker, and now our **Account Manager** will work with you to get your loan approved!

Your **Account Manager** keeps you in the loop with daily email updates regarding any required documentation, appraisal orders needed, and the steps towards loan approval.

- You will receive daily emails noting where we are in the process and what documentation is needed to keep things moving
- If something unplanned arises, expect a phone call. We believe a quick call allows us to get on the same page quickly and keeps things moving
- We can't do it without you, if you want us to communicate through one of your associates, just let us know!

**Documentation:** Our [Broker Portal](#) allows you to upload your borrowers documentation directly to the specific condition. Our Account Manager is notified when you upload documents, they will view the document and will mark them as "received" to let you know we've got it! When we have the documents required, the Account Manager will submit your loan for Underwriting Approval!

**Process to close:** Our Account Manager works with you from "Application Registered" to "Closing"!

**Getting to approval after registration is as easy as 1, 2, 3. Here's how our process works:**

1. You and the Borrower each complete the E-sign process, you will see the Intent to Proceed Dates populate on the right side of the Broker Portal when completed (see below).

The screenshot displays the Spring EQ Broker Portal interface. At the top, there is a navigation bar with the Spring EQ logo and user information (NMLS ID#, Broker ID#, Approved For). On the right, there are icons for Guidelines, Forms, Tools, Resources, Wallace Pickard, and Log Out.

The main content area is divided into several sections:

- Loan Summary:** Displays key loan information: Lender Loan Number: 3000000651, Lock Expiration: 7/9/2019, Borrower Name: America, Andy, Subject Property: 15516 Leazer Court Bracklenridge, PA 150..., Loan Purpose: Other, Product: 20 Year Standalone Fixed 2nd, Loan Amount: \$35,000.00, Interest Rate: 5.999%, LTV/CLTV: 3.50% / 24.53%.
- Borrowers:** Shows 1 borrower: Andy America (Primary).
- Property Details:** Shows 1 property: Detached, Primary Residence, Appraised Value: \$1,000,000.00, Refinance Purpose.
- Loan Processing:** Shows 740 Credit Score, Loan Term: 240, Escrows / Impounds: No, Documentation Type: Full Doc, ARM Margin: 0.000%, ARM Index: 0.000%.
- Document/Item Expires On:** Shows 0 Total Expired. Key dates include Credit Docs (7/09/2019) and Rate Lock (7/09/2019).
- Critical Dates:** A yellow highlighted section containing dates for Submit To Underwriting, Approval, Loan Reference (TRID Application, Initial Disclosure, ECOA Application, Intent to Proceed, Estimated Closing, Firm Closing, Rescission, Funding), and Disclosure (Initial Loan Estimate, Revised Loan Estimate, Initial Closing Disclosure, Revised Closing Disclosure).

- Once the Borrower(s) "Sign and Submit" to complete the e-sign process you may upload your documents directly to the specific condition by clicking the green "Upload" button shown below.

← → ↻ <https://broker.springeq.com/portal/#/loan/34587/conditions>

**Spring EQ** NMLS ID#:   
 Broker ID#:   
 Approved For:

Guidelines Forms

**View Pipeline**

Loan Summary  
Loan Processing  
Lock Management  
**Loan Conditions**  
Upload / View Documents  
Full Application  
Loan Submission  
Loan Closing

Lender Loan Number: 3000000541  
Lock Expiration: 7/8/2019  
Loan Status: App Submitted  
Borrower Name: America, Andy  
Subject Property: 2929 Arch Street Bairdford, PA 15006  
Loan Purpose: Other  
Product: 25 Year 6 Month Prime ARM  
Program:  
Loan Amount: \$35,000.00  
Interest Rate: 4.990%  
LTV/CLTV: 3.50% / 24.51%

Loan Conditions

Filter: All Manage Conditions

DESCRIPTION	STATUS	RESPONSIBLE PARTY	CONDITION ASSIGNED TO	DATE SATISFIED	UPLOAD	ATTACHMENTS	NOTE
<b>Prior To Closing</b>							
Copy two most recent year to date paystubs. Paystubs will only be acceptable if they are the most recent and cover a span of 30 consecutive days of income.	Open	Borrower	Andy America				
Provide all W-2 forms from any/all employers from the two most recent tax years.	Open	Borrower	Andy America				
Satisfactory preliminary title report with address supplement, 24 months chain of title, reflect tax amount, and plat map/survey.	Open	Spring EQ					
Provide copy of most recent mortgage statements for all properties owned.	Open	Borrower					
Exterior only appraisal report supporting value of \$1,000,000.00.	Open	Spring EQ					
All borrowers are required to provide a copy of their photo I.D. Acceptable forms of ID must include a photo like a state issued drivers license, ID, or US passport.	Open	Borrower	Andy America				
Provide current home hazard insurance policy. This is referred to as the declarations page and can be requested from your insurance agent. This document should include agent's contact info, coverage amount, and annual premium paid. Please ensure you are providing a policy that has not expired and the insured value covers the sum of your existing 1st mortgage and your proposed loan amount with Spring EQ.	Open	Borrower					
Loss Payee for HOI and Flood (if applicable) must be provided prior to closing	Open	Spring EQ					
In order to include income from investment properties you must provide documentation of expenses for these properties. Provide evidence of taxes and insurance for any and all properties listed as income sources on your application. [INSERT list of properties _____]	Open	Borrower	Andy America				

- When the required documents have been uploaded to the conditions our process jumps in and reviews the file for Underwriting Submission, when ready the loan is submitted for Underwriting review. If we are missing documentation needed for the review our Account Manager will reach out to let you know.

We keep you informed along the way through daily emails noting the open items needed, progress into underwriting and clear to close!



**Great News, your loan is Clear to Close!**

Re: America - Loan xxxxxx111

Hi Broker,

Your Account Manager will be reaching out to schedule your loan closing.

Thank you,

The Spring EQ Team  
(215) 302-3850

Need help or have a suggestion? Let us know by emailing your Account Manager!

**Thank you for your business, we look forward to working with you!**