

Basic Functions of MBOT

1) Creating a new loan:

- Select “Create” from the top menu above once you have logged in.
- Enter your name as the originator. If you are entering an “Ap Plus 5” loan originated from one of your bank partners, you would select the originator name tied to that partner account.
- Please remember to NOT start a new loan if the loan was previously pre-qualified. If you want to update a loan that was previously pre-qualified simply open up that loan and update it.
- If you copy a loan from another original denied loan that HAD a property address please select your product after to start the copying process, but...remove the old property address immediately on the borrowers summary screen BEFORE saving the new copied loan.
- If you have a loan that was IMPORTED and it is not usable, copy the loan but then immediately email mtgsupportcenter@flanaganstatebank.com to delete the duplicate loan file.

2) Understanding the navigation panel in MBOT.

- The main navigation panel in mortgage bot is located on the left side once you open or create any loan file. You will see the following choices:
 - Forms & Docs
 - Doc Packages
 - Closing Docs
 - Services
 - Status and Tracking
 - Actions
 - Imaging
- Forms & Docs is where you will enter the borrowers summary screen and then progress over to the 1003 pages. This is also where you can enter information into the loan estimate, price a loan or scenario (scenario pricer), lock a loan, or enter vendor information. You can also play with qualifying ratios in this section, and review your loan underwriting notice once the loan is out of underwriting. You will not see an underwriting notice until one exists.
- Doc Packages is where you can create initial disclosure or re-disclosure and/or view them once they are prepared.
- You will never utilize the closing docs page.
- Services is where you can run your credit, run your AUS findings (other than GUS), order data-verify (fraud prevention tool / judgement- lien finder), and order flood certificates.
- Status and tracking is where your processor can validate a loan prior to underwriting submission to make sure that the lock information matches your 1003, and also you can view statuses and track each loan.
- Actions is where you can change AUS systems, and archive or unarchive loans.
- Imaging is where all images of documentation can be found or your “e-folder”.

3) Searching your pipeline / copying loans

- Once you are in MBOT on the “Top Menu” you can search your pipelines for loans by clicking on “Pipeline Search”.
- You can enter multiple search criteria by simply adding an additional criteria when doing any pipeline search.
- Once of those additional search criteria’s is searching for archived loans.
- All denied loans are automatically archived. Therefore, if you ever want to start a new loan over from a previously denied client you can search for that loan by archived.
- Archiving is also very important so you can remove a pre-qualified loan from your active loan pipeline, not clog it up. See your branch manager for more details.
- VERY IMPORTANT – Never archive an active loan however or this permission could be removed from your actions tab.
- Under the “actions” tab you can copy an old archived/denied loan to start over with most of the borrowers information in each loan.

4) When pulling the credit:

Enter everything on borrower summary screen, except property address (including the bottom)

- Enter employment information
- Enter income information (always check "other income choices")
- Enter declarations
- Enter government monitoring
- Double Check SSN's
- Note the following on names when pulling credit reports. You should always have a driver’s license and when possible a Social Security Card. If the name on the credit report is a variation of the name on the DL then we will use that for the file and all third party vendor documents should be ordered with this variation. If the name is misspelled or not a legal variation of the name on the DL then a new credit report will be required. An example of something that would not work is if the DL said Clarence W Pierce, Jr., but the credit report was an under Wayne Price. We would request the credit report be re-ran and the system would be updated to show Clarence W Pierce, Jr.
- Current address information for each borrower must be correct at the time of the credit being pulled. If you need to repull credit at a later date, again the current address must be correct at this time and a previous address may now be a current address. If the address is not correct at the time of your most recent credit pull you must repull credit.
- Add joint intent statement in the "notes" section if a joint application
- *Note* Only pull credit on refinances if the borrower has “committed”

3) After pulling credit:

- Create a pre-qual, by creating a pre-qual letter and emailing it to preprocessing@flanagansstatebank.com and ask for a “PR” to be added to the loan number and your two-digit branch code “__” to be added (you only do this step if no person within the branch has access to change loan numbers), **OR**
- Issue a denial and email denials@flanagansstatebank.com **OR**

4) After pulling credit double check your Government monitoring screen:

HOW TO COMPLETE THE GOVERNMENT MONITORING SECTION OF THE 1003:

Apps taken face to face:

If the 'I do not wish to furnish box is indicated' then the loan officer **MUST** still fill out the race/sex/ethnicity based on visual data of the applicant. The 'I do not wish to furnish' box remains checked.

Phone app (because the LO is speaking directly with the borrower they are under obligation to ASK these questions):

1. If the customer chooses not to furnish choose the 'I do not wish to furnish' box.
2. If the customer only chooses to answer to one of the race/sex/ethnicity questions then you will check what they answered and for the others you will use the drop down box to select 'information not provided'

Mail or internet application:

1. If the applicant DID NOT check the 'I do not wish to furnish' box and one or all of the race/sex/ethnicity fields is missing, then the LO needs to indicate in the system 'information not provided' for each one
2. If the 'I do not wish to furnish' box is indicated and nothing else is checked then that is all they need
3. If the 'I do not wish to furnish' box is indicated and they also check as an example the sex, then uncheck the 'I do not wish to furnish' box and for race and ethnicity the LO needs to indicate 'information not provided' in the system.

Other reminders for Government monitoring:

When taking an application whether a refinance or a prequalification of a TBD, a loan officer must ask the declarations questions on page 3 of the application. They must also ask the government monitoring information: race/sex/ethnicity and how the application was taken.

1) Application Dates Defined / How to make sure correct when disclosing:

Purchases:

- FSB uses the date that we receive the purchase contract assuming that we have all six required items per TRID/RESPA on all purchase transactions.

Refinances:

- For retail originations, the date we pull credit is the application date for any refinance transaction.

*Note if a situation persists in which you believe that either of these policies may not be followed on a loan, please contact your supervisor for discussion.

5) Getting a Borrowers Certificate and Authorization

We always recommend to procure this in writing from the borrower in some fashion. In our exhibits section of the manual we have an adobe fillable version of this form.