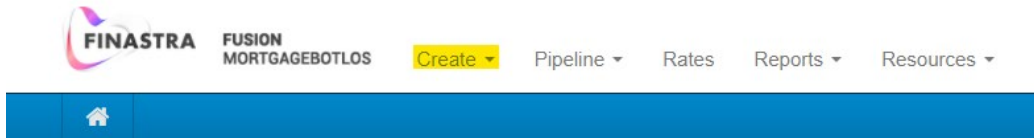# Basic Functions of Mortgagebot

1. **Creating a Loan**
    - Select "create" from the top menu above once you have logged in

    - Enter your name as the originator. If you are entering an **App+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.
    - Please do not copy loans unless you absolutely have to.

2. **Understanding the navigation panel in Mortgagebot**
    - The main navigation panel in Mortgagebot is located on the left side once you open or create any loan file. You will see the following choices:
        - Forms & Docs
        - Lending Portal- URLA
        - Doc Packages
        - Closing Docs
        - Services
        - Status & Tracking
        - Actions
        - Imaging
    - Forms & Docs is where you will find the borrow summary screen. Please keep in mind that any information found on the borrower summary screen can also be found in the URLA. Under this tab you can also find:
        - Loan Estimate: this is where you will enter your closing fees.
        - Qualifying Ratios: This section allows you to play with the loan amount, the total debt, and the ratios. It's good for "what if" scenarios.
        - Vendor Information: Here you will enter your vendor information such as the appraiser and their company, HOI information, or the listing/selling agent or company.
        - Scenario Pricer: This section allows you to play with "what if" situations as well. This section gives you a rate quote.

- Register Loan: This screen lists out the basic information of the file and the loan. This must be completed prior to submitting to the file to underwriting the first time.
- Lock: This is where you will go to lock your loans.
- Underwriting Conditions: Conditions will show here once the file has been viewed by our junior underwriters and the underwriter. Once viewed they will release the file back to you.

- Lending Portal- URLA is where you will enter the information for the borrower(s) and the loan in its entirety.
- Doc Packages is where you can create initial disclosures or re-disclosures. You can also view them once they are prepared by clicking the little magnifying glass to the right.
- The closing docs tab will never be utilized by you.
- Services is where you can order credit through Partner's Credit, run AUS (DU or LP, GUS is through a different site), order DataVerify, and order flood certificates.
- Status & Tracking is where your processor can validate a loan prior to underwriting submission to make sure that the lock information matches the URLA. You can also view statuses and track each loan.
- Actions is where you can change the AUS systems, archive, or unarchive loans.
- Imaging is where all images of documentation can be found or your "e-folder".

3. Searching your Pipeline
   - Once you are in Mortgagebot, on the "Top Menu" you can search your pipelines for loans by clicking on "Pipeline Search"
   - You can enter multiple search criteria's by simply adding an additional criterion when doing any pipeline search. Some examples include:
     - Loan Number
     - Application Date
     - Archived Loans
     - Institution
     - Originator
     - Processor
   - 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 to not clog it up. See your branch manager for more details.
   - **<u>Never archive an active loan. If you do, this permission could be removed from your actions tab.</u>**

4. Pulling Credit
    - Enter everything on borrower summary screen, except the property address
    - Enter employment information
    - Enter declarations
    - Enter demographics
    - Double check the borrower(s) SSN
    - You should always have a current Drivers License and if 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 specific 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.
    - 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, then you must repull credit.
    - If the credit is to be completed jointly, please make sure that is specified in the URLA. This can be found under the borrower details.

      ☑ Completed Jointly

    - Please note that credit is to be pulled on refinance transactions only if the borrower has "committed"

5. After Pulling Credit
    - Create a pre-qual by creating a pre-qual letter and emailing it to preprocessing@flanaganstatebank.com and ask for a "PR" to be added to the loan number and your two-digit branch code to be added as well. Please keep in mind you only do this step if no person within the branch has access to change loan numbers.
    - Issue a denial and email denials@flanaganstatebank.com

6. After Pulling Credit, Completing the Declarations & Demographics
    - For apps taken face to face, if the "I do not wish to provide this information" box is checked, the LO **must** still fill out the race/sex/ethnicity based on visual data of the applicant. The "I do not wish to provide this information" box remains checked.
    - For apps taken over the phone, if the customer chooses not to provide this information, you must select the "I do not wish to provide this information" box.
    - If the customer chooses to only answer to one of the questions (race/sex/ethnicity), then you will check what they answered and for the others you will check the "I do not wish to provide this information".

- For apps taken by mail or internet, if the applicant did not check the "I do not wish to provide this information" box, and one or all of the race/sex/ethnicity fields is missing, then the LO needs to indicate in the system that the information was not provided for each one. If the "I do not wish to provide this information" box is checked and nothing else is checked, then nothing further is needed. If the "I do not wish to provide this information" box is checked and they also check, as an example, the sex, then uncheck the "I do not wish to provide this information" box and for race & ethnicity, the LO needs to indicate that the information was not provided in the system.
- For the declarations, these 15 questions must be answered accurately by the borrower. It is your job as an LO to ensure this.

7. Other Reminders
   - When taking an application, whether a refinance or a pre-qualification, a loan officer must ask the declarations questions that are on the application. They must also ask the demographics information and state how the application was taken.
   - Application Dates Defined/How to make sure it's correct when disclosing:
     i. For purchases, FSB uses the date that we receive the purchase contract, assuming we have all the required items per TRID/RESPA on all purchase transactions. These are name, monthly income, SSN, property address, value of property, and loan amount.
     ii. For retail originations, the date we pull credit is the application date for any refinance transaction.
   - **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.**

8. Getting a Borrowers Certificate & Authorization
   - We always recommend procuring 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.

Happy Loaning!