

The logo for Loan NEX is displayed within a blue rectangular banner with green borders on the top and bottom. The word "Loan" is in a white, rounded sans-serif font. "NEX" is in a white, bold, blocky sans-serif font, with a stylized 'X' that has a grey-to-blue gradient. A small "TM" trademark symbol is located to the right of the 'X'.

Loan NEXTM

Exceptions & Manual Lock Workflow

Table of Contents: LoanNEX Manual Lock Feature & Exception Handling

Summary: This guide will assist you in understanding the process of submitting exceptions and creating manual locks within LoanNEX. It also provides instructions on how to update locks after an initial manual lock has been established.

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LoanNEX Manual Lock Feature & Exception Handling

What are common use cases for using Manual Lock?

- Manual Locks are primarily used to Lock loans that call outside of eligibility
- Manual Locks can also be utilized for loans that fit inside eligibility

Who can perform manual locks?

- Buyer Users with Exchange Access

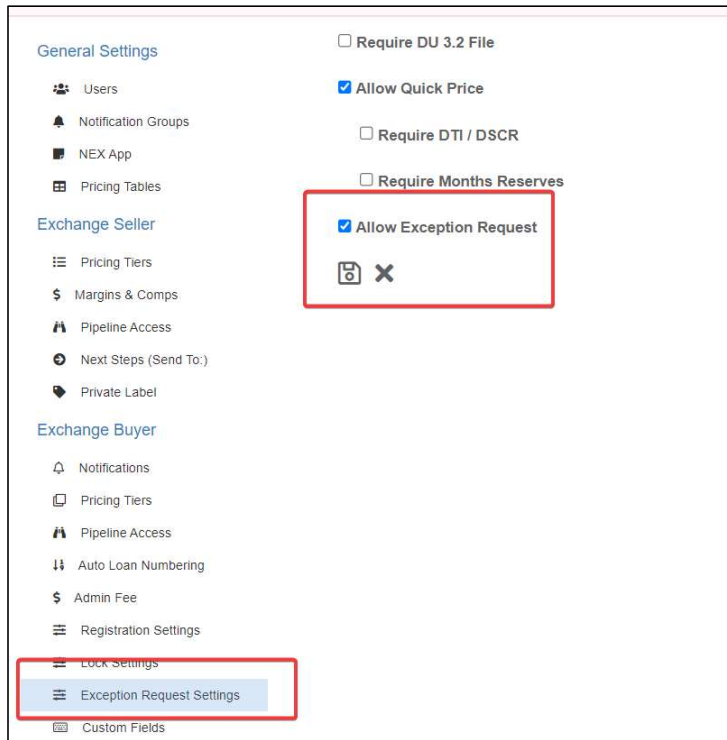
When can a manual lock be performed?

- A manual lock can be performed on loans in any of the following statuses: Lock Approved, Exception Requested, Seller Modification Requested

How does loan data get updated on a Manual Lock?

- Buyer Lock Desk Users can update the NEX App Loan Data and create a Manual Lock
- Seller Users can update the NEX App data and submit exception requests
 - Once Exception Requests are received, Buyer Users can update via the Manual Lock confirmations

LoanNEX Manual Lock Feature & Exception Handling



Exception Request Setting:

If **Allow Exception Request** is turned on, Seller Users will be able to submit exceptions. This is helpful for allowing the lock desk to produce locks for loans that fall outside eligibility.

Client Admins can update this setting in LoanNEX:

1. Select your Username in the upper right corner of LoanNEX
2. Select **Client Admin**
3. Select **Exception Request Settings**, under Exchange Buyer
4. Select the **Allow Exception Request** checkbox

See Next Slide for Seller User view when requesting exception

Exception Request View (Seller User)

Seller User will select **Request Exception** and choose the appropriate Investor / Lender name.

The screenshot shows a complex form with various input fields for mortgage details. At the bottom, there is a table of 'Eligible Products'. A dropdown menu is open, showing 'Request Exception' and 'Investor ABC'. A red box highlights this menu, and a red arrow points to the right, indicating the next step in the process.

Once investor name is selected, a popup will open and Seller User can enter notes related to the Exception Request:

The screenshot shows a modal window titled 'Request Exception - Investor ABC'. It has a text area for 'Request Exception Details' containing the text 'Exception needed at 85% CLTV, max CLTV for program is limited to 80%'. Below this is a section for 'Additional Information' with fields for Borrower First Name (John), Borrower Last Name (Smith), Co-Borrower First Name, Co-Borrower Last Name, Subject Property Address (123), City (san francisco), Zip (94115), and Originator Loan Number. A 'Request Exception And Save' button is at the bottom right.

Once exception is requested, Buyer Users will be able to see the submitted exception request in the Exchange Pipeline under the Exceptions tab

LoanNEX Manual Lock Feature & Exception Handling

Custom Fields

You have the ability add custom fields that a seller must fill out when submitting exceptions. When custom fields are used, the custom field answers will be stored in the exception request and able to be seen as a buy-side user. Client Admins can update this setting in LoanNEX:

1. Select your Username in the upper right corner of LoanNEX
2. Select **Client Admin**
3. Select **Custom Fields**
4. Create **Custom Fields**
5. Flag fields as **Required** if a seller should be required to fill out during exception request
6. Change assignment to **Exception**
7. Select **Save**

In the example below, 4 custom fields have been created for exceptions.

Field Name	Required	Assignment
Program	<input checked="" type="checkbox"/>	Exception
Product	<input checked="" type="checkbox"/>	Exception
Rate	<input checked="" type="checkbox"/>	Exception
Default Lock Date	<input checked="" type="checkbox"/>	Exception

LoanNEX Manual Lock Feature & Exception Handling

Custom Fields showing on Exception Request

Custom Fields showing to buy-side when reviewing exception

Request Exception - Investor ABC

Request Exception Details

Description of the exception request and compensating factors

Additional Information

Borrower First Name, Borrower Last Name, Co-Borrower First Name, Co-Borrower Last Name

Subject Property Address, City, Zip, Originator Loan Number

Program *, Product *, Rate *, Desired Lock Days *

Full Doc - Gold, 15 Year Fixed, 4, 14

Request Exception And Save

Transaction Summary

Field Name	Value	Field Name	Value
Transaction ID	123456789	Transaction Type	Request Exception
Program	Full Doc - Gold	Product	15 Year Fixed
Rate	4.00%	Desired Lock Days	14
Loan Amount	\$100,000	Loan Term	15 Years
Origination Date	2023-10-01	Loan Status	Requested

Custom Fields stored on transaction summary

Creating a Manual Lock

The following fields should be entered when creating manual locks:

Program: Select the appropriate program from the list of available programs

Credit Screen: Once a program is chosen, you'll see a list of available screens to create the manual lock under

Product: Choose the appropriate product

Effective Price Override: Define a date that pricing can be used, should the loan become eligible in the future.

Lock Date Override: Choose the lock date you'd like to define for the lock

Rate & Price: Define both the FINAL rate and FINAL Price for the manual lock

Comment (Optional): Enter any information relevant to the manual lock

*Manual Lock can be found under **Lock Actions***

The screenshot displays a web application interface. At the top right, there is an 'Activity Log' icon. Below it, a 'Buy-Side Pricing' tab is visible. A 'Lock Actions' button is highlighted with a red box. A modal window titled 'Manual Lock' is open, containing the following fields: 'Program*' (dropdown), 'Credit Screen*' (dropdown), 'Product*' (dropdown), 'Lock Period*' (text input), 'Effective Price Override' (text input with a calendar icon), 'Lock Date Override' (text input with a calendar icon), 'Rate*' (text input), 'Price*' (text input), and 'Comment' (text area). At the bottom of the modal are 'Cancel' and 'Approve and Modify' buttons. A red arrow points from the 'Lock Actions' button to the modal window.

Manual Lock Approval

- Once a manual lock is approved, the Transaction Summary page will reflect the Lock Approved status.
- All normal Buyer User actions are available.

The screenshot displays the LoanNEX interface. At the top, there is a navigation bar with options like Pipeline, Collaboration, Exchange, Reports, and Guidelines. The main header shows 'Lock Approved' and 'Buy-Side Pricing' tabs. Below this, the transaction ID 'NEX ID: 23A-WWD' is shown with a 'Locked' status and a lock icon. Action buttons for 'Void', 'Cancel Lock', 'Extension', and 'Lock Actions' are visible. The 'Transaction Summary' section is divided into three columns: Product and Pricing, Requested By, and Approved By. Below these are sections for ARM Margin and Caps, Input Details, Price Evidence, and Eligibility Evidence, each with a dropdown arrow.

Product and Pricing		Requested By	
Investor Name	Investor ABC	Company Name	Investor ABC
Program Name	First Lien Product- Solutions Alt Doc	Users Full Name	Chris Rendler
Mortgage Product	30 Yr. Fixed	Requested On	7/03/2024 12:37:24 PM
Rate	11.000 %	Approved By	
Price	102.000	Company Name	Investor ABC
Lock Period	45	Users Full Name	Chris Rendler
Escrows	Yes	Approved on	7/14/2024 9:29:35 PM
Lock Date	7/14/2024 9:21:00 PM	Identifiers	
Expiration Date	8/28/2024 11:59:00 PM	Originator Loan Number	
Extension Days	0	Universal Loan Identifier	
Extension Count	0	Loan Number	
Re-lock Count	0	Lock Number	
Temporary Buydown		Borrower	hrrhre
ARM Margin and Caps		Address	
Index, Margin			
FPA/Cap/Life			

Updating Manual Lock – Seller User

1) Update Loan Data in the NexApp

Note: If accessing LoanNEX from an integration Partner, NEX App data should be automatically updated from integrated partner

2) Reprice the loan

2a) If the loan eligible, a Seller User may submit a modification via standard modification workflow

2b) If the loan is ineligible, a Seller User may submit another exception request

3) Once an exception is requested with updated loan data, a Buyer User can create a new manual lock via steps on [Slide 6](#)

Submit a Case to LoanNEX Support

1. Select the appropriate email address below:
 - Client Support / Configuration Settings: support@loanex.com
 - Eligibility & Pricing Inquiries: investorsupport@loanex.com
 - Sales: sales@loanex.com
 - General Inquiries: info@loanex.com
 - Billing Inquiries: support@loanex.com
2. Include Contact Information: Name, Company Name, Email, Telephone
3. Include a detailed description of your Case
4. A Case will be created, and the appropriate LoanNEX Team member notified
5. LoanNEX will respond within one business day to address your Case