



**LoanNEX Seller Lock Modification and Cancel Lock  
User Guide**

**April 2025**

# LoanNEX Seller Lock Modification and Cancel Table of Contents

1. Seller User: Submit Modification Request
  - Open Lock Approved Loan from **Pipeline**
  - Update and Re-Price Loan
  - Request Modification
2. Lock Desk User: Approve Modification Request
  - Email notification for modification request with NEX ID
  - Access Loan in **Exchange**
  - View Changes for Modification Request
  - Approve or Deny Modification
3. Seller User: Modification Approved
  - Email notification for modification approval with NEX ID
  - Access Approved Loan in **Pipeline**
4. Seller User: Cancel Lock
  - Email notification for modification approval with NEX ID
  - Access Cancelled Loan in **Pipeline**
5. LoanNEX Support

## **Seller User Note:**

*The Seller portion of this User Guide is for Seller Users with direct access to the Investor / Lender. Secondary will complete Seller steps if Seller User does not have direct access.*

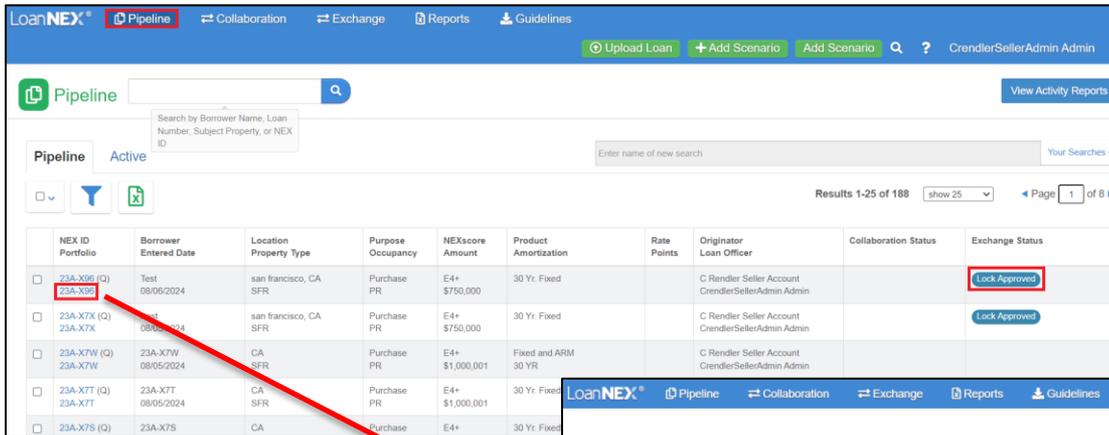
## **Buyer User Note:**

*If the Buyer / Lock Desk User has Auto-Lock turned on, Seller Modification Requests will be auto-approved. Utilize LoanNEX Void functionality if Seller Modification auto-approved does not meet Lock Approved requirements.*

# Open Lock Approved Loan from Pipeline

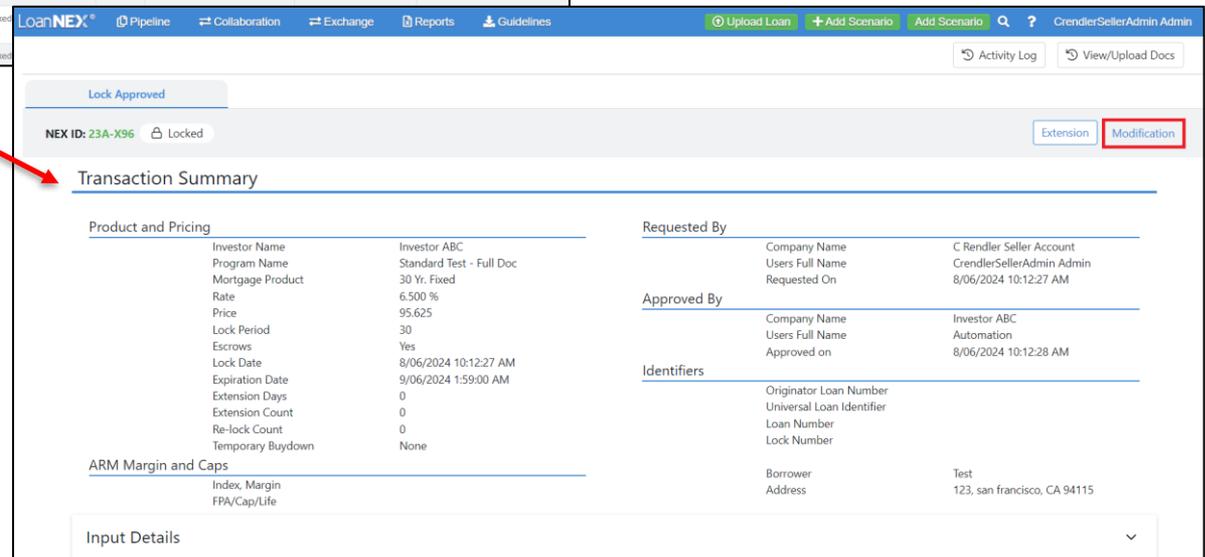
**Seller User**

**Note: The Seller portion of this User Guide is for Seller Users with direct access to the Investor / Lender. Secondary will complete Seller Modification steps if Seller User does not have direct access.**



NEX ID Portfolio	Borrower Entered Date	Location Property Type	Purpose Occupancy	NEXscore Amount	Product Amortization	Rate Points	Originator Loan Officer	Collaboration Status	Exchange Status
23A-X96 (Q) 23A-X96	Test 08/06/2024	san francisco, CA SFR	Purchase PR	E4+ \$750,000	30 Yr. Fixed		C Rendler Seller Account CrendlerSellerAdmin Admin		Lock Approved
23A-X7X (Q) 23A-X7X	08/06/2024	san francisco, CA SFR	Purchase PR	E4+ \$750,000	30 Yr. Fixed		C Rendler Seller Account CrendlerSellerAdmin Admin		Lock Approved
23A-X7W (Q) 23A-X7W	23A-X7W 08/05/2024	CA SFR	Purchase PR	E4+ \$1,000,001	Fixed and ARM 30 YR		C Rendler Seller Account CrendlerSellerAdmin Admin		
23A-X7T (Q) 23A-X7T	23A-X7T 08/05/2024	CA SFR	Purchase PR	E4+ \$1,000,001	30 Yr. Fixed				
23A-X7S (Q) 23A-X7S	23A-X7S	CA	Purchase	E4+	30 Yr. Fixed				

- Login to LoanNEX
- Go to **Pipeline**
- Select appropriate Lock Approved Loan
- Transaction Summary page will open
- Click **Modification** button



Lock Approved

NEX ID: 23A-X96 Locked

Extension Modification

### Transaction Summary

<b>Product and Pricing</b>		<b>Requested By</b>	
Investor Name	Investor ABC	Company Name	C Rendler Seller Account
Program Name	Standard Test - Full Doc	Users Full Name	CrendlerSellerAdmin Admin
Mortgage Product	30 Yr. Fixed	Requested On	8/06/2024 10:12:27 AM
Rate	6.500 %	<b>Approved By</b>	
Price	95.625	Company Name	Investor ABC
Lock Period	30	Users Full Name	Automation
Escrows	Yes	Approved on	8/06/2024 10:12:28 AM
Lock Date	8/06/2024 10:12:27 AM	<b>Identifiers</b>	
Expiration Date	9/06/2024 1:59:00 AM	Originator Loan Number	
Extension Days	0	Universal Loan Identifier	
Extension Count	0	Loan Number	
Re-lock Count	0	Lock Number	
Temporary Buydown	None	<b>Borrower</b>	
<b>ARM Margin and Caps</b>		Address	Test 123, san francisco, CA 94115
Index, Margin			
FPA/Cap/Life			

Input Details

# Update and Re-price Loan

**Seller User**

- NEX App page will open
- Update the appropriate loan data
  - *Example: FICO updated from 755 to 710*
- Select the **Get Price** button

**Note:** pricing reflected will be based on historical eligibility and pricing from the original lock date

The screenshot displays the NEX App interface for a loan with ID 23A-X96. The interface is divided into two tabs: 'Lock Approved' and 'NEX App', with the latter being the active tab. Below the tabs, the loan status is shown as 'Locked'. The main area contains a form with various fields for loan details. The 'FICO' field, which currently shows '710', is highlighted with a red box. At the bottom right of the form, a blue 'Get Price' button is also highlighted with a red box. The form fields include:

- Loan Type\*: First Lien
- Citizenship\*: US Citizen
- Income Doc\*: Full Doc
- Self-Employed:
- Purpose\*: Purchase
- First Time Homebuyer:
- Occupancy\*: Primary
- Property Type\*: SFR
- Appraised Value\*: \$ 2,000,000
- Purchase Price\*: \$ 2,000,000
- First Lien Amount\*: \$ 750,000
- LTV: 37.5 %
- Secondary Financing\*: None
- State\*: CA
- County\*: Butte County
- Rural Property:
- FICO\*: 710
- No FICO:
- DTI\*: 32 %
- Months Reserves: 32
- Mortgage Lates\*: 0x30x12
- Bankruptcy\*: None
- Foreclosure\*: None
- Deed-in-Lieu\*: None
- Short Sale\*: None
- Escrows\*: Yes
- Temporary Buydown\*: None

# Request Modification

**Seller User**

- Find desired Rate and Lock Period
- Click the **Modify** button

**Eligible Products**

Select all Fixed    15 Yr. Fixed    **30 Yr. Fixed**

Select all Arm    5 Yr. ARM

Reset Eligibility Q&A    Request Exception ▾

Amortizing Type: Fully Am & IO ▾    Lock Period: 30 ▾    Investor/Lender: All ▾    Program: All ▾    Show Best per Investor/Lender:

Search Rate    Target Price    **Price**    Points    Admin Fee: Exclude From Price ▾   

Rate	Lock Period	Price	Product	Investor/Lender	Program	P&I PMT	Eligibility Q&A	Next Steps
6.500%	30 Days	95.250 -\$35,625.00	30 Yr. Fixed		Investor ABC Standard Test - Full Doc	\$4,740.51		<a href="#">Modify</a>
6.500%	30 Days	95.250 -\$35,625.00	30 Yr. Fixed		Investor ABC Silver	\$4,740.51		<a href="#">Modify</a>
6.500%	30 Days	95.250 -\$35,625.00	30 Yr. Fixed		Investor ABC Test Gold Product	\$4,740.51		<a href="#">Modify</a>
6.500%	30 Days	95.000 -\$37,500.00	30 Yr. Fixed		Investor ABC Standard Test - Full Doc	\$4,740.51		<a href="#">Modify</a>
6.625%	30 Days	96.000 -\$30,000.00	30 Yr. Fixed		Investor ABC Standard Test - Full Doc	\$4,802.33		<a href="#">Modify</a>
6.625%	30 Days	96.000 -\$30,000.00	30 Yr. Fixed		Investor ABC Silver	\$4,802.33		<a href="#">Modify</a>

# Modification Request Submitted

**Seller User**

- LoanNEX will open **Modification Requested** tab of the Transaction summary, with updated loan details
  - Original Lock Approved loan details are available on Lock Approved tab
  - If Buyer Lock Desk has enabled Auto-lock for Modification Requests, the Modification Request will automatically show as Lock Approved with the updated loan details

The screenshot shows the LoanNEX interface with the 'Modification Requested' tab highlighted in red. The interface displays a 'Transaction Summary' with the following sections:

**Product and Pricing**

Investor Name	Investor ABC
Program Name	Standard Test - Full Doc
Mortgage Product	30 Yr. Fixed
Rate	6.500 %
Price	95.000
Lock Period	30
Escrows	Yes
Lock Date	8/06/2024 10:12:27 AM
Expiration Date	9/06/2024 1:59:00 AM
Extension Days	0
Extension Count	0
Re-lock Count	0
Temporary Buydown	None

**ARM Margin and Caps**

Index, Margin	
FPA/Cap/Life	

**Requested By**

Company Name	C Rendler Seller Account
Users Full Name	CrendlerSellerAdmin Admin
Requested On	8/06/2024 12:56:48 PM

**Approved By**

Company Name	
Users Full Name	
Approved on	

**Identifiers**

Originator Loan Number	
Universal Loan Identifier	
Loan Number	
Lock Number	

**Borrower**

Address	Test 123, san francisco, CA 94115
---------	--------------------------------------

Input Details

# Access Modification Request in Exchange

Lock Desk User

**Note: If the Buyer / Lock Desk User has enabled Auto Modification Approval, Seller Modification Requests will be auto-approved. Utilize LoanNEX Void functionality if Seller Modification auto-approved does not meet Lock Approved requirements.**

- Secondary Lock Desk will receive email notification for Modification Request with NEX ID
- Login to LoanNEX
- Go to the **Exchange** and **Modifications** tab
- Select the appropriate NEX ID in Modification Requested status

LoanNEX® Pipeline Collaboration **Exchange** Reports Guidelines Upload Loan Add Scenario Add Scenario ? Chris Rendler

Exchange [Search]

Registration Requested 5 Lock Eligible Lock Requested 5 Lock Approved **Modifications 31** Exceptions 16 Funded

Sold Rejected / Canceled

Results 1-25 of 31 show 25 Page 1 of 2

23A-X96 (Q)		TBD / # TBD	Loan Amount: \$750,000		Modification Requested				
Purchase   SFR   san francisco, CA		Standard Test - Full Doc		30 Yr. Fixed		6.500 / 95.000		30	
Entry Date	08/06/2024	Income	Property Expenses	Liabilities	Assets	LTV / CLTV		FICO	
Occupancy	PR	\$0	\$0	\$0	\$0	38% / 38%		710	
Originator	C Rendler Seller Account	Approved Originator							

23A-X7B (Q)		TBD / # TBD	Loan Amount: \$999,000		Modification Requested				
Purchase   SFR   CA		Standard Test - Full Doc		30 Yr. Fixed		6.500 / 97.250		45	

# View Changes for the Modification Request

Lock Desk User

- The Transaction Summary page will open to the **Modification Requested** tab
- Select **View Changes** button

Lock Approved   **Modification Requested**   Buy-Side Pricing

NEX ID: 23A-X96   Requested   Scenario Details   Lock Ticket   **View Changes**   Approve   Deny

### Transaction Summary

Product and Pricing		Requested By	
Investor Name	Investor ABC	Company Name	C Rendler Seller Account
Program Name	Standard Test - Full Doc	Users Full Name	CrendlerSellerAdmin Admin
Mortgage Product	30 Yr. Fixed	Requested On	8/06/2024 12:56:48 PM
Rate	6.500 %	Approved By	
Price	95.000	Company Name	
Lock Period	30	Users Full Name	
Escrows	Yes	Lock Requested	
Lock Date	8/06/2024 10:12:27 AM	Identifiers	
Expiration Date	9/06/2024 1:59:00 AM	Originator Loan Number	
Extension Days	0	Universal Loan Identifier	
Extension Count	0	Loan Number	
Re-lock Count	0	Lock Number	
Temporary Buydown	None	Borrower	Test
ARM Margin and Caps		Address	123, san francisco, CA 94115
Index, Margin			
FPA/Cap/Life			

Input Details

# View Changes

Lock Desk User

- Displays Locked vs. Requested Loan Information
  - *Note: If there is a price change, that will be displayed in the View Changes window*
- Close window when done reviewing changes to Approve or Deny the Modification Request

The screenshot shows the LoanNEX interface with a 'View Changes' window open. The window displays a table with the following data:

Input Details	Lock	Requested
FICO	755	710

The window also features a close button (X) in the top right corner.

# Approve Modification Request

Lock Desk User

- While on the **Modification Requested** tab, select the **Approve** button

The screenshot displays the LoanNEX web application interface. At the top, there is a navigation bar with links for Pipeline, Collaboration, Exchange, Reports, and Guidelines. On the right side of the navigation bar, there are buttons for Upload Loan, Add Scenario, and a search icon, along with the user name Chris Rendler. Below the navigation bar, there are tabs for Lock Approved, Modification Requested (which is selected), and Buy-Side Pricing. A secondary bar shows the NEX ID: 23A-X96 and a Requested status. There are buttons for Scenario Details, Lock Ticket, View Changes, Approve (highlighted with a red border), and Deny. The main content area is titled Transaction Summary and is divided into three sections: Product and Pricing, Requested By, and ARM Margin and Caps. The Product and Pricing section lists various loan details. The Requested By section shows the user's information. The ARM Margin and Caps section shows the loan's margin and caps details. At the bottom, there is an Input Details section with a dropdown arrow.

Product and Pricing	
Investor Name	Investor ABC
Program Name	Standard Test - Full Doc
Mortgage Product	30 Yr. Fixed
Rate	6.500 %
Price	95.000
Lock Period	30
Escrows	Yes
Lock Date	8/06/2024 10:12:27 AM
Expiration Date	9/06/2024 1:59:00 AM
Extension Days	0
Extension Count	0
Re-lock Count	0
Temporary Buydown	None

Requested By	
Company Name	C Rendler Seller Account
Users Full Name	CrendlerSellerAdmin Admin
Requested On	8/06/2024 2:28:27 PM

ARM Margin and Caps	
Index, Margin	
FPA/Cap/Life	

# Approve Modification Request Complete

Lock Desk User

- Transaction Summary shows **Lock Approved** tab with modified Loan information

The screenshot displays the LoanNEX web application interface. At the top, a navigation bar includes 'Pipeline', 'Collaboration', 'Exchange', 'Reports', and 'Guidelines'. On the right, there are buttons for 'Upload Loan', 'Add Scenario', and 'Add Scenario', along with a search icon and the user name 'Chris Rendler'. Below the navigation bar, there are buttons for 'Activity Log' and 'View Docs'. The main content area features a 'Lock Approved' tab (highlighted with a red box) and a 'Buy-Side Pricing' tab. Below the tabs, the 'NEX ID: 23A-X96' is shown with a 'Locked' status. There are buttons for 'Scenario Details', 'Lock Ticket', 'Void', 'Cancel Lock', 'Extension', and 'Lock Actions'. The 'Transaction Summary' section is divided into three columns: 'Product and Pricing', 'Requested By', and 'ARM Margin and Caps'. The 'Product and Pricing' column lists details such as Investor Name (Investor ABC), Program Name (Standard Test - Full Doc), Mortgage Product (30 Yr. Fixed), Rate (6.500 %), Price (95.000), Lock Period (30), Escrows (Yes), Lock Date (8/06/2024 10:12:27 AM), Expiration Date (9/06/2024 1:59:00 AM), Extension Days (0), Extension Count (0), Re-lock Count (0), and Temporary Buydown (None). The 'Requested By' column lists Company Name (C Rendler Seller Account), Users Full Name (CrendlerSellerAdmin Admin), and Requested On (8/06/2024 2:28:27 PM). The 'Approved By' column lists Company Name (Investor ABC), Users Full Name (Chris Rendler), and Approved on (8/06/2024 2:37:11 PM). The 'Identifiers' column lists Originator Loan Number, Universal Loan Identifier, Loan Number, Lock Number, Borrower, and Address (123, san francisco, CA 94115). At the bottom, there is an 'Input Details' section with a dropdown arrow.

Product and Pricing		Requested By	
Investor Name	Investor ABC	Company Name	C Rendler Seller Account
Program Name	Standard Test - Full Doc	Users Full Name	CrendlerSellerAdmin Admin
Mortgage Product	30 Yr. Fixed	Requested On	8/06/2024 2:28:27 PM
Rate	6.500 %	Approved By	
Price	95.000	Company Name	Investor ABC
Lock Period	30	Users Full Name	Chris Rendler
Escrows	Yes	Approved on	8/06/2024 2:37:11 PM
Lock Date	8/06/2024 10:12:27 AM	Identifiers	
Expiration Date	9/06/2024 1:59:00 AM	Originator Loan Number	
Extension Days	0	Universal Loan Identifier	
Extension Count	0	Loan Number	
Re-lock Count	0	Lock Number	
Temporary Buydown	None	Borrower	Test
ARM Margin and Caps		Address	123, san francisco, CA 94115
Index, Margin			
FPA/Cap/Life			

# Deny Modification Request

Lock Desk User

- While on the **Modification Requested** tab, select **Deny** button
- Transaction Summary shows Lock Approved tab with ORIGINAL Loan information (no modification applied to original Locked Loan information)

The screenshot displays the LoanNEX web application interface. At the top, there is a navigation bar with 'LoanNEX' logo and various menu items like Pipeline, Collaboration, Exchange, Reports, and Guidelines. On the right of the navigation bar, there are buttons for 'Upload Loan', 'Add Scenario', and a search icon, along with the user name 'Chris Rendler'. Below the navigation bar, there are tabs for 'Lock Approved', 'Modification Requested' (which is active), and 'Buy-Side Pricing'. A 'NEX ID: 23A-X96' is shown with a 'Requested' status. There are buttons for 'Scenario Details', 'Lock Ticket', 'View Changes', 'Approve', and 'Deny' (highlighted with a red border). The main content area is titled 'Transaction Summary' and is divided into three sections: 'Product and Pricing', 'Requested By', and 'ARM Margin and Caps'. The 'Product and Pricing' section lists details like Investor Name (Investor ABC), Program Name (Standard Test - Full Doc), Mortgage Product (30 Yr. Fixed), Rate (6.500 %), Price (95,000), Lock Period (30), Escrows (Yes), Lock Date (8/06/2024 10:12:27 AM), Expiration Date (9/06/2024 1:59:00 AM), Extension Days (0), Extension Count (0), Re-lock Count (0), and Temporary Buydown (None). The 'Requested By' section shows Company Name (C Rendler Seller Account), Users Full Name (CrendlerSellerAdmin Admin), and Requested On (8/06/2024 2:28:27 PM). The 'ARM Margin and Caps' section shows Index, Margin (FPA/Cap/Life). There is also an 'Identifiers' section with fields for Originator Loan Number, Universal Loan Identifier, Loan Number, Lock Number, Borrower, and Address (123, san francisco, CA 94115). At the bottom, there is an 'Input Details' section with a dropdown arrow.

Product and Pricing	
Investor Name	Investor ABC
Program Name	Standard Test - Full Doc
Mortgage Product	30 Yr. Fixed
Rate	6.500 %
Price	95,000
Lock Period	30
Escrows	Yes
Lock Date	8/06/2024 10:12:27 AM
Expiration Date	9/06/2024 1:59:00 AM
Extension Days	0
Extension Count	0
Re-lock Count	0
Temporary Buydown	None

Requested By	
Company Name	C Rendler Seller Account
Users Full Name	CrendlerSellerAdmin Admin
Requested On	8/06/2024 2:28:27 PM

ARM Margin and Caps	
Index, Margin	FPA/Cap/Life

Identifiers	
Originator Loan Number	
Universal Loan Identifier	
Loan Number	
Lock Number	
Borrower	Test
Address	123, san francisco, CA 94115

# Modification Approved

**Seller User**

- Broker / Secondary User will receive email notification of Modification Approved with corresponding NEX ID
- Transaction Summary reflects modified Loan information in Locked Approved status

Lock Approved

NEX ID: 23A-X96 Locked Extension Modification

### Transaction Summary

Product and Pricing		Requested By	
Investor Name	Investor ABC	Company Name	C Rendler Seller Account
Program Name	Standard Test - Full Doc	Users Full Name	CrendlerSellerAdmin Admin
Mortgage Product	30 Yr. Fixed	Requested On	8/06/2024 2:28:27 PM
Rate	6.500 %	Approved By	
Price	95,000	Company Name	Investor ABC
Lock Period	30	Users Full Name	Chris Rendler
Escrows	Yes	Approved on	8/06/2024 2:37:11 PM
Lock Date	8/06/2024 10:12:27 AM	Identifiers	
Expiration Date	9/06/2024 1:59:00 AM	Originator Loan Number	
Extension Days	0	Universal Loan Identifier	
Extension Count	0	Loan Number	
Re-lock Count	0	Lock Number	
Temporary Buydown	None	Borrower	Test
ARM Margin and Caps		Address	123, san francisco, CA 94115
Index, Margin			
FPA/Cap/Life			

Input Details

# Seller Cancel Lock Loan

- Login to LoanNEX
- Go to **Pipeline**
- Select appropriate Lock Approved Loan
- Transaction Summary page will open
- Click **Cancel Lock** button

**Notes:**

- *The Seller portion of this User Guide is for Seller Users with direct access to the Investor / Lender. Secondary will complete Seller Cancel Lock steps if Seller User does not have direct access.*
- *Seller's ability to Cancel a Lock is available when the Investor / Lender has enabled the Allow Seller Cancellation Setting*

NEX ID Portfolio	Borrower Entered Date	Location Property Type	Purpose Occupancy	NEXscore Amount	Product Amortization	Rate Points	Originator Loan Officer	Exchange Status
222-9A3	fds 4/21/2025	fs, CA SFR	Purchase PR	E4+ \$750,000	Fixed and ARM 30 YR		B2B Seller Test B2b Seller	
222-99Z	fdsf	fs, CA SFR	Purchase PR	E4+ \$750,000	30 Yr. Fixed		B2B Seller Test B2b Seller	Lock Approved

Lock Approved

NEX ID: 222-99Z Locked Cancel Lock Extension Modification

### Transaction Summary

<b>Product and Pricing</b>		<b>Requested On</b>	
Investor Name	Walnut Investor	Company Name	B2B Seller Test
Loan Type	First Lien	Users Full Name	B2b Seller
Program Name	Rosebud Program	Requested On	4/21/2025 3:13:11 PM
Mortgage Product Description	30 Yr. Fixed	<b>Approved on</b>	
Rate	7.000%	Company Name	Walnut Investor
Price	102.318	Users Full Name	Automation
Lock Period	30	Approved on	4/21/2025 3:13:11 PM
<b>ARM Margin and Cap</b>		<b>Identifiers</b>	
Index, Margin		Originator Loan Number	
FPA/Cap/Life		Universal Loan Identifier	
<b>Lock Information</b>		Loan Number	
Investor Name	Walnut Investor	Lock Number	
Lock Date	4/21/2025 3:13:11 PM	Borrower	fdsf
Expiration Date	5/22/2025 5:33:00 PM	Address	fdsf, fs, CA 000fs
Extension Days	0		

# Seller Cancel Confirmation

Seller User

- A pop-up window will ask the Broker / Secondary User to confirm the Cancellation Request, noting that **Relock conditions apply if a lock needs to be reinstated**
- Select the **Request Cancellation** Button
  - Once the **Request Cancellation** Button is selected, the Lock is immediately cancelled and moved to **Cancelled** status

## Cancel Lock

 Lock cancellations are final. Reinstating a cancelled lock is subject to relock policies.

Go Back

Request Cancellation

# Seller Cancellation Complete

Seller User

- Broker / Secondary User will receive email notification of the Cancelled Lock with corresponding NEX ID
- Investor / Lender will receive email notification of the Cancelled Lock with corresponding NEX ID
- Transaction Summary reflects modified Loan information in **Cancelled** status

Cancelled

NEX ID: 222-99Z Cancelled

### Transaction Summary

Product and Pricing	
Investor Name	Walnut Investor
Loan Type	First Lien
Program Name	Rosebud Program
Mortgage Product Description	30 Yr. Fixed
Rate	7.000%
Price	102.318
Lock Period	30

ARM Margin and Cap	
Index, Margin	
FPA/Cap/Life	

Lock Information	
Investor Name	Walnut Investor
Lock Date	4/21/2025 3:13:11 PM
Expiration Date	5/22/2025 5:33:00 PM
Extension Days	0
Extension Count	0
Re-lock Count	0

Requested On	
Company Name	B2B Seller Test
Users Full Name	B2b Seller
Requested On	4/21/2025 3:13:11 PM

Approved on	
Company Name	Walnut Investor
Users Full Name	Automation
Approved on	4/21/2025 3:13:11 PM

Identifiers	
Originator Loan Number	
Universal Loan Identifier	
Loan Number	
Lock Number	
Borrower	fdsf
Address	fsd, fs, CA 000fs

Lien Amounts & Ratios

# Submit a Case to LoanNEX Support

1. Select the appropriate email address below:
  - Client Support / Configuration Settings: [support@loannex.com](mailto:support@loannex.com)
  - Eligibility & Pricing Inquiries: [investorsupport@loannex.com](mailto:investorsupport@loannex.com)
  - Sales: [sales@loannex.com](mailto:sales@loannex.com)
  - General Inquiries: [info@loannex.com](mailto:info@loannex.com)
  - Billing Inquiries: [support@loannex.com](mailto:support@loannex.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