



**LoanNEX Encompass Retail LO  
Extension Request User Guide  
January 01, 2026**

# Access LoanNEX from loan file



Browser window: Encompass - Build 25.2.0.2 - https://TEBE11227418.ea.elliemae.net/TEBE11227418 - andrewwaltherlo - 3011227418

Navigation: Home | Pipeline | Loan | Trades | Contacts | Dashboard | Reports

Borrowers: Roger Rabbit

123 First Street, Austin, TX 78701

Loan #: TEST250502106 | LTV: 63.333/63.333/63.333 | Rate: 7.250% | Est Closing Date: // | 29 days remaining | FS: Andrew WaltherLO | Archived

Alerts & Messages Log:

- At App Disclosure Requirements 05/30/24
- eConsent Not Yet Received 05/27/25
- Three-Day Disclosure Requirement 05/27/25
- Lock confirmed by e-partnerconne 05/27/25
- Send Initial Disclosures 05/30/25

**Borrower Summary - Origination**

Unincorporated ALBA

Construction Method

**Transaction Details** | Product and Pricing | Access Lenders

Lender | Loan Program: Conventional Fixed | Closing Cost | Loan Documentation Type Code: (F) Full Documentation

**Purpose of Loan**

- Purchase
- Cash-Out Refi
- No Cash-Out Refi
- Construction
- Construction - Perm
- Other -

**Loan Type**

- Conv
- FHA
- VA
- USDA-RHS
- Other -
- HELOC

**Lien Position**

- First
- Subordinate
- Sub. Financing
- Lien Position: 1

**Property Will Be**

- Primary
- Secondary
- Investment

**Amortization Ty**

- Fixed Rate
- ARM -
- Other -
- Interest Only

**Note Rate**

- Enforce County Loan Limit
- Loan Amount Rounding
- Purchase Price: 1,500,000.00
- Down Payment: 36.667% | 550,000.00
- Loan Amount: 950,000.00
- Initial Advance
- Est Closing Date
- Borrower Est Closing Date
- Rate Lock Description
- Lock Date: 05/27/2025
- # of Days: 30
- Lock Expires: 06/25/2025
- Last Rate Set Date
- Rate Lock Disclosure Date
- Rate is Locked

**Rate**

- 360 mms
- Monthly Payment: 6,480.67
- Total Monthly Payment: 7,868.17
- Income (monthly): 22,500.00

**PRODUCT AND PRICING**

My Providers | All Providers

Select a provider and click Submit.

LoanNEX Qualifier - Product and Pricing Service	Partner Connect
LoanNEX Qualifier - DEMO	Partner Connect
LoanNEX Qualifier - UAT	Partner Connect
LoanNEX	

Remove from My List | Submit | Cancel

# Extension Request

LO User

- Click on the Extension button
- Select Extension Days and Request Extension button

The screenshot shows the Encompass web application interface. At the top, there is a navigation bar with 'Home', 'Pipeline', 'Loan', 'Trades', 'Contacts', 'Dashboard', and 'Reports'. Below this, the 'Services' section is visible, with an 'Activity Log' button. The main content area displays 'Lock Approved' for 'NEX ID: 23A-YJT' which is 'Locked'. There are buttons for 'Scenario Details', 'Lock Ticket', 'Extension', and 'Modification'. The 'Extension' button is highlighted with a red box. Below this is the 'Transaction Summary' section, which is divided into 'Product and Pricing' and 'Requested On'.

**Product and Pricing**

Investor Name	LoanNEX Lending
Loan Type	First Lien
Program Name	GOLD
Mortgage Product Description	
Rate	
Price	
Lock Period	

**Requested On**

Company Name	LoanNEX Lending
Users Full Name	Andrew WaltherLO
Requested On	5/27/2025 12:14:32 PM
	LoanNEX Lending
	LoanNEX Lending
	5/27/2025 12:25:38 PM
	TEST250502106

**ARM Margin and Cap**

Index, Margin	
FPA/Cap/Life	

**Lock Information**

Investor Name	LoanNEX Lending
Lock Date	5/27/2025 4:28 AM
Expiration Date	6/25/2025 9:00 PM
Extension Days	0
Extension Count	0
Re-lock Count	0

**Lien Amounts & Ratios**

First Lien Amount	\$950,000
LTV	63.33%

The 'Extension' modal window is open, showing a dropdown menu for 'Extend' with '1' selected. Below the dropdown, there is a message: 'Some 1 on days are not available'. At the bottom of the modal, there are 'Cancel' and 'Request Extension' buttons. The 'Request Extension' button is highlighted with a red box.

# Submit a Case to LoanNEX Support

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