LoanNEX Exceptions
User Workflow Guide

January 2026

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Centralized Exception Workflows

The Exception Management Workflow streamlines how sellers request exceptions and how buyers review, approve, and track exceptions - ***all within LoanNEX.***

- **Seller-Initiated Requests**
  Submit exception requests from ineligible pricing scenarios or via a general request form.
- **Buyer Review & Decisioning**
  Buyers use configurable forms to review requests, apply exception-specific rules, and respond with approvals or denials. All actions are audit-tracked.
- **Automated Updates**
  Approved exceptions update loan eligibility, pricing views, lock confirmations (once locked), and pipeline indicators.
- **Enhanced Workflow Support**
  Includes document uploads, custom form fields, and full exception lifecycle reporting.

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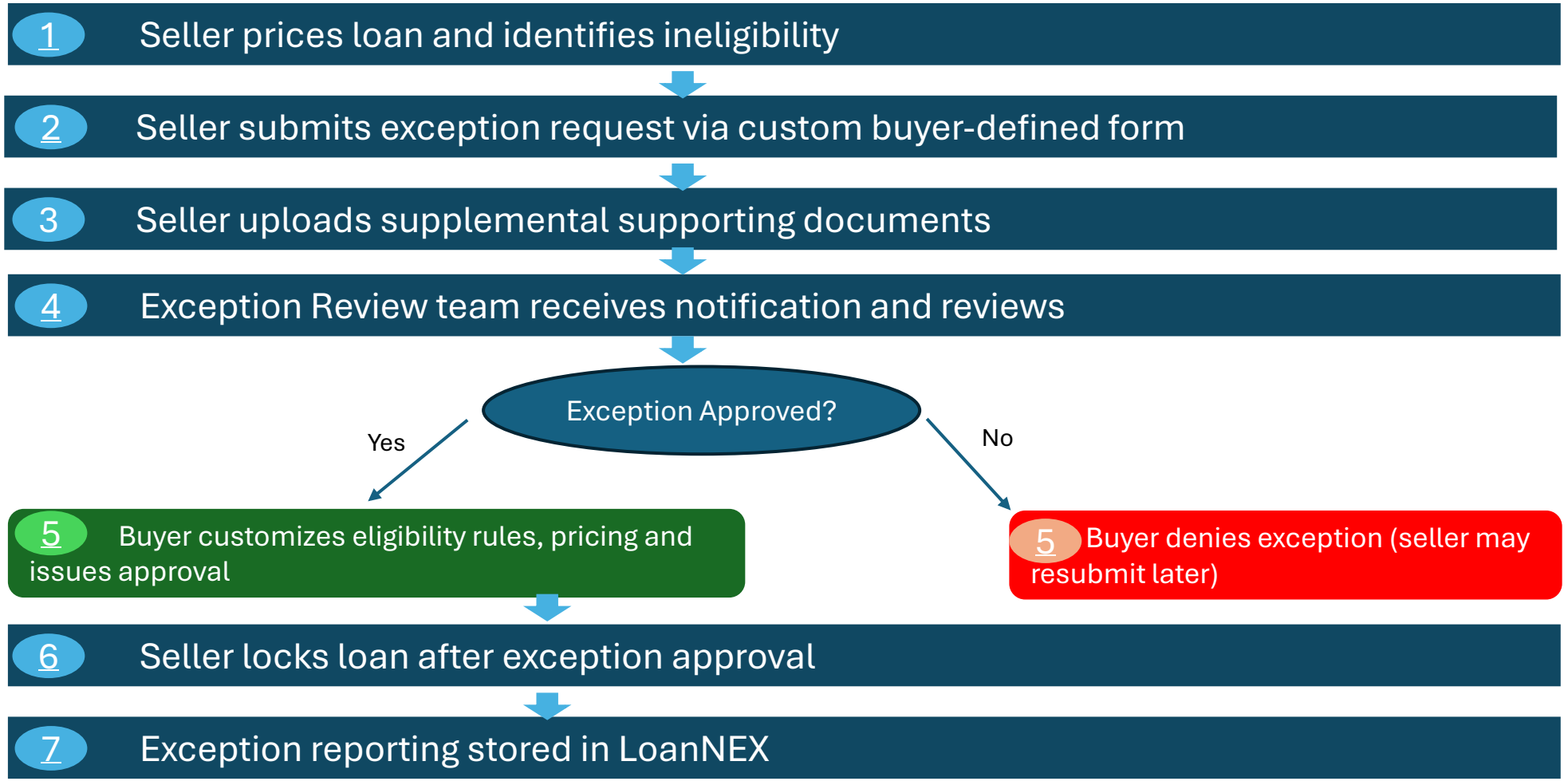
Workflow Overview LoanNEX Exceptions

Select the hyperlinked number to go directly to the related page in this guide.



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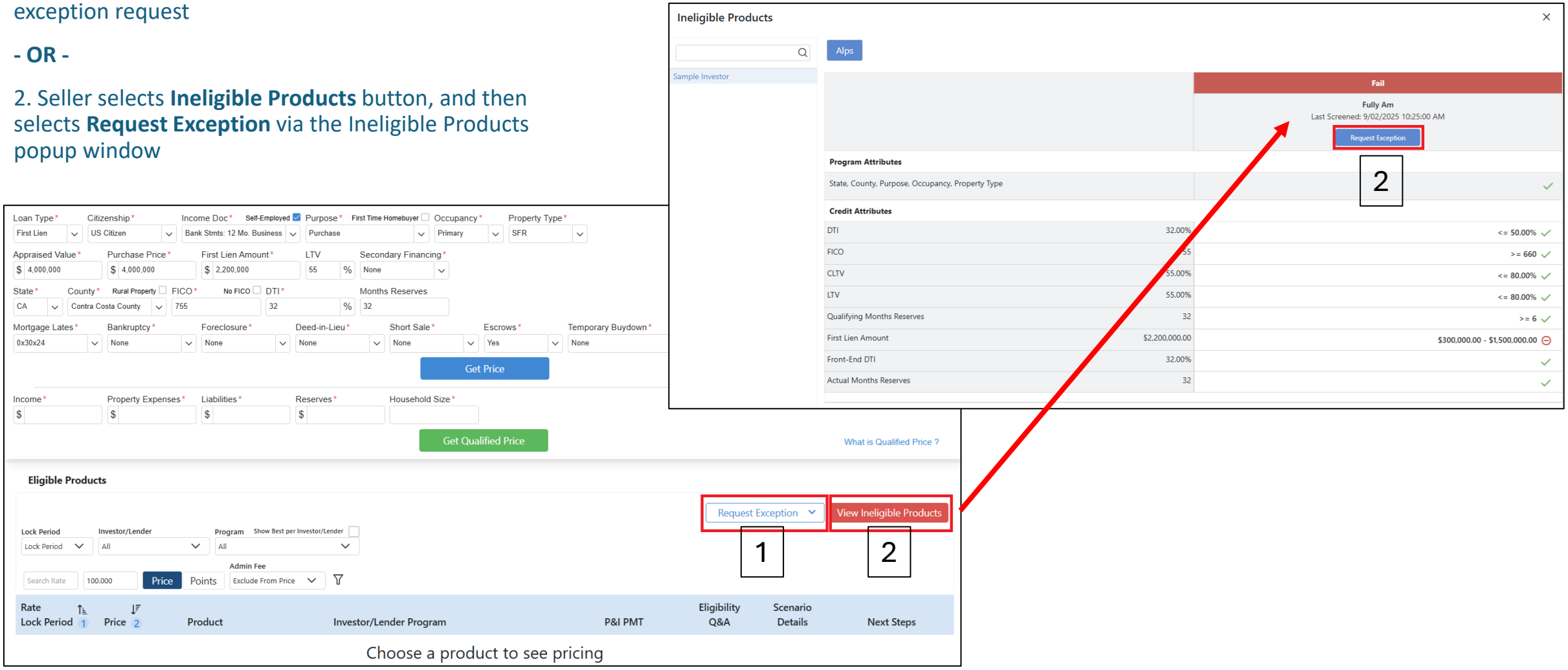
Seller Prices Loan – Views Ineligible Products and Exception options

Seller User

1. Seller selects **Request Exception** button to initiate an exception request

- OR -

2. Seller selects **Ineligible Products** button, and then selects **Request Exception** via the Ineligible Products popup window



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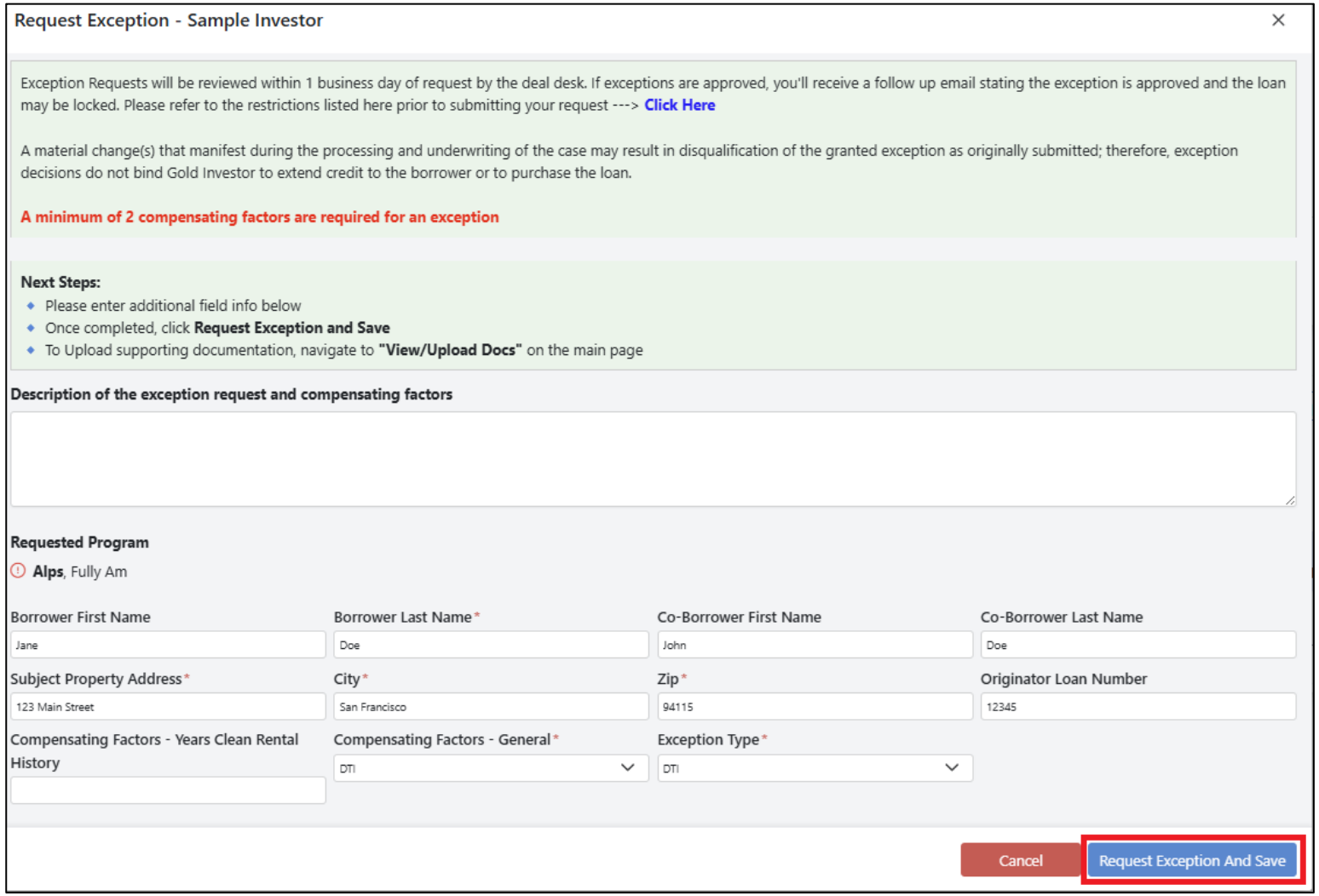
Seller Requests Exception

Seller User

- **Seller Completes the Exception Request Form:**
  - Seller Enters
    - Description/ Details
    - Borrower Information
    - Exception Information
  - Seller selects **Request Exception and Save** button
- All Loan Data (LTV, Loan Amount, etc.) will be consumed automatically upon the exception request

- **NOTE: Buyer Exception Request Form can include:**
  - Investor Disclaimer Text
  - Links to Investor Documents or Guidelines
  - Fields (required or not) for Request Details & Compensating Factors
  - Custom Fields Defined by Buyer – including single- and multi-select dropdowns, text and numeric fields, and any required inputs tailored to that buyer's exception workflow



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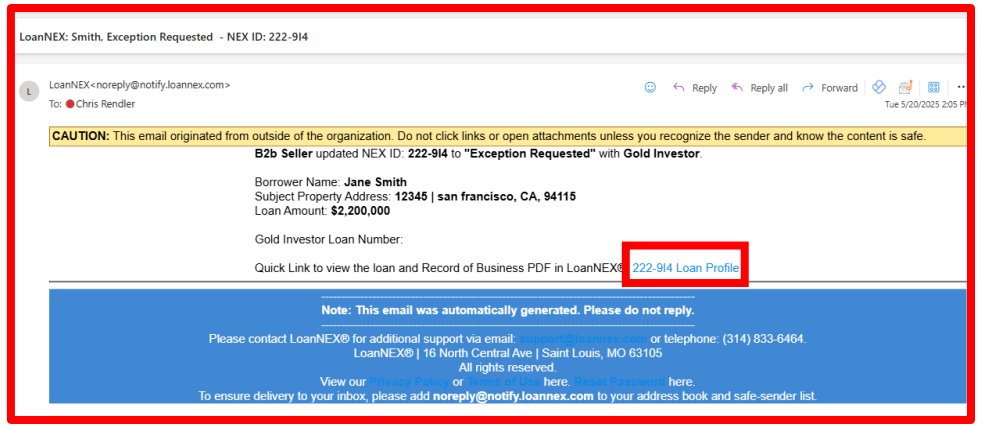
Buyer Exception Request Notification

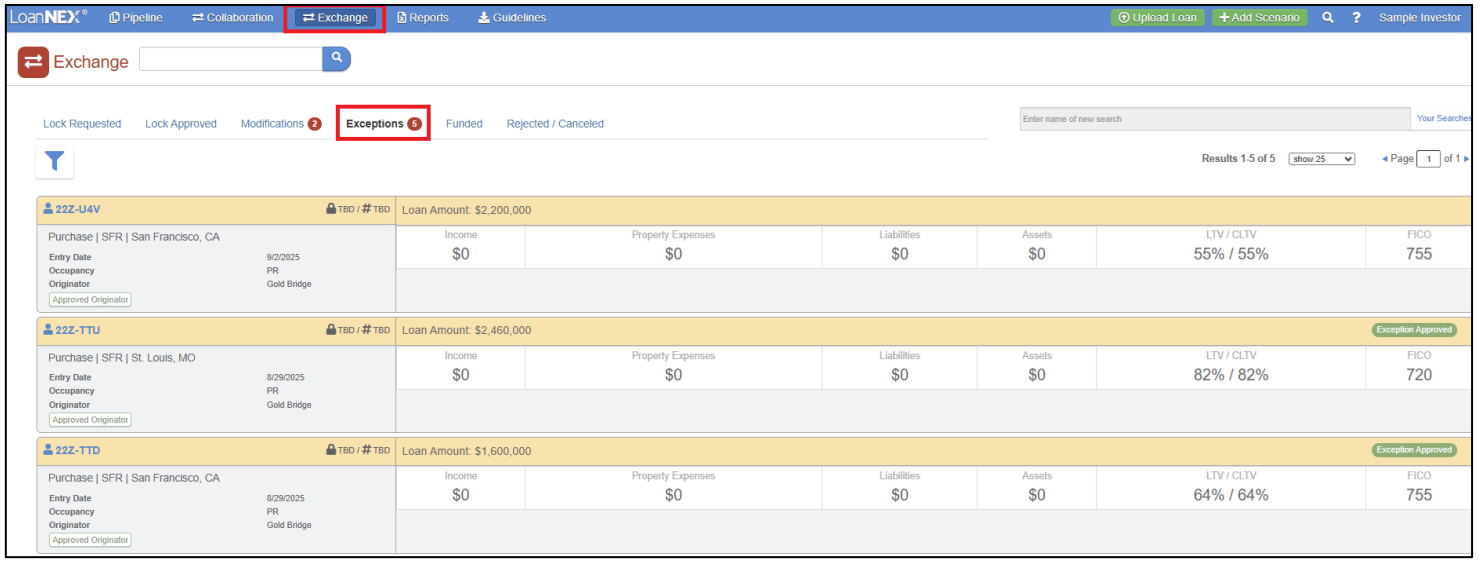
Buyer User

- Exception Request notification email
  - The Exception Request notification recipients can be configured to route to a centralized exception desk or designated individuals responsible for reviewing exception requests
  - Specific buyside users can be tied to specific sellers/brokers with respect to notifications
  - A hyperlink in the email will route the Buyer user directly to the loan
- Additionally, buyer go to the LoanNEX **Exchange** and the **Exceptions** tab for individual or batch review

Example Notification Email for Exception Request



Exception Queue (Batch Review)



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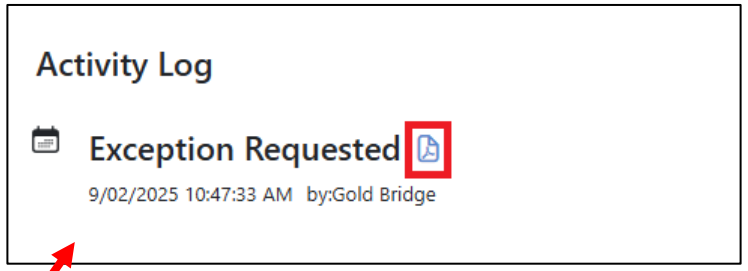
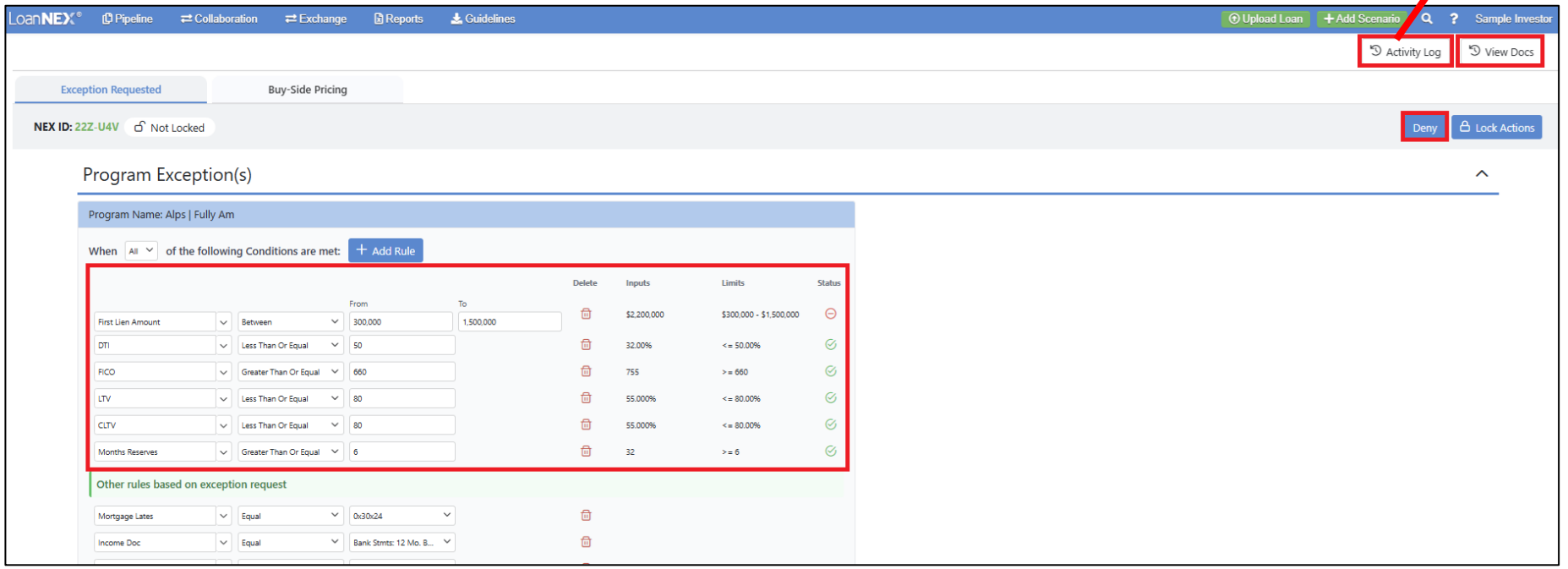
Buyer Exception Request Actions

Buyer User

- All input details, including custom fields, are viewable under **Transaction Summary**
  - The **Activity Log** provides a PDF download of the Exception request (see *Buyer Reviews Exception Request PDF* page for additional details)
- If seller uploaded additional documentation, it can be accessed via the **View Docs** button
- Exceptions Requests can be denied without further action, by selecting the **Deny** button (see *Buyer Denies Exception Request* page for additional details)
- Exception Requests can be approved after Program exception(s) are saved





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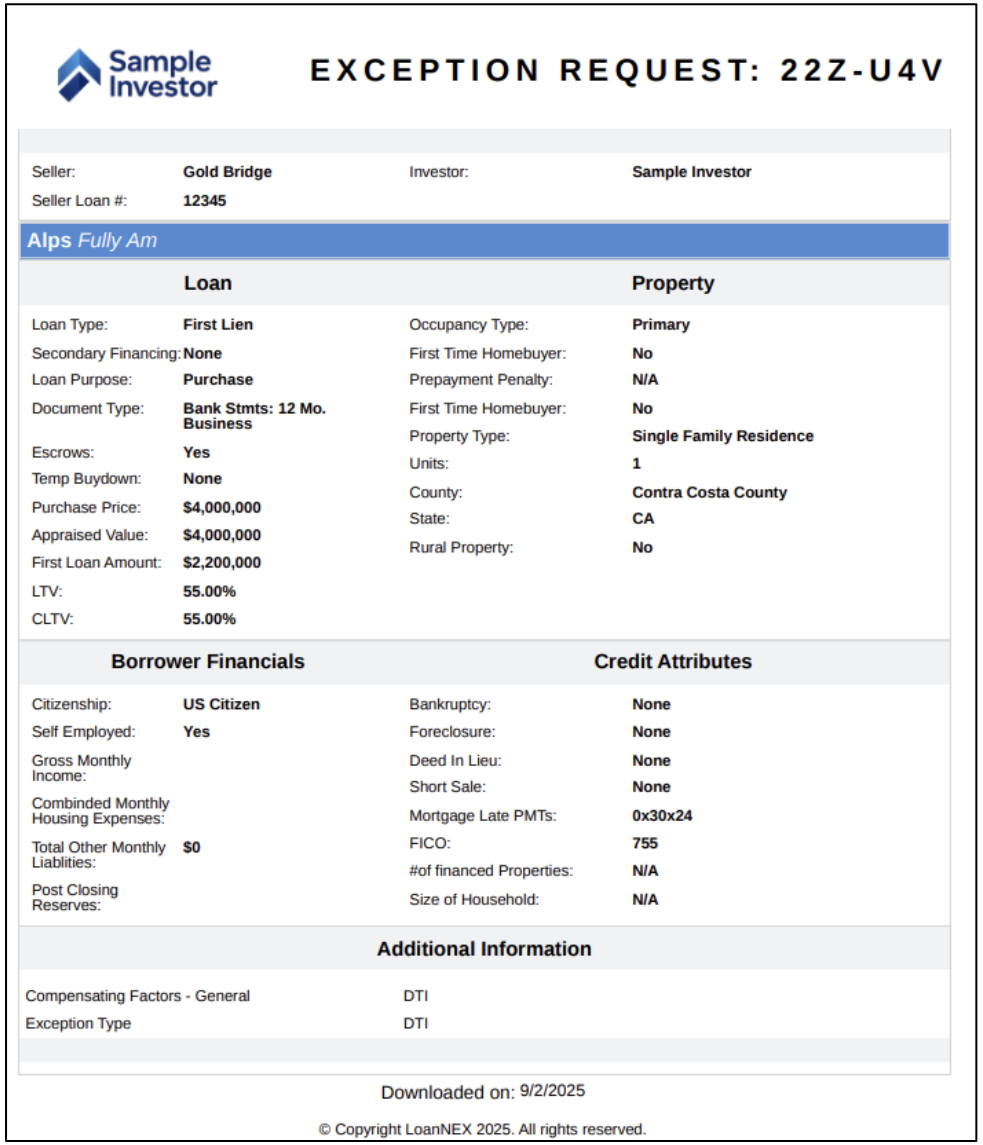
Buyer Exception Request PDF

Buyer User



Sample Investor

EXCEPTION REQUEST: 22Z-U4V

Seller:	**Gold Bridge**	Investor:	**Sample Investor**
Seller Loan #:	**12345**		

Alps *Fully Am*

Loan		Property	
Loan Type:	**First Lien**	Occupancy Type:	**Primary**
Secondary Financing:	**None**	First Time Homebuyer:	**No**
Loan Purpose:	**Purchase**	Prepayment Penalty:	**N/A**
Document Type:	**Bank Stmts: 12 Mo. Business**	First Time Homebuyer:	**No**
		Property Type:	**Single Family Residence**
Escrows:	**Yes**	Units:	**1**
Temp Buydown:	**None**	County:	**Contra Costa County**
Purchase Price:	**$4,000,000**	State:	**CA**
Appraised Value:	**$4,000,000**	Rural Property:	**No**
First Loan Amount:	**$2,200,000**		
LTV:	**55.00%**		
CLTV:	**55.00%**		

Borrower Financials		Credit Attributes	
Citizenship:	**US Citizen**	Bankruptcy:	**None**
Self Employed:	**Yes**	Foreclosure:	**None**
Gross Monthly Income:		Deed In Lieu:	**None**
		Short Sale:	**None**
Combinded Monthly Housing Expenses:		Mortgage Late PMTs:	**0x30x24**
Total Other Monthly Liablities:	**$0**	FICO:	**755**
		#of financed Properties:	**N/A**
Post Closing Reserves:		Size of Household:	**N/A**

Additional Information

Compensating Factors - General	DTI
Exception Type	DTI

Downloaded on: 9/2/2025

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- **Exception Request PDF includes:**
  - All NEX App data
  - Custom Fields entered by seller (if applicable for Buyer)
  - Exception summary and comments

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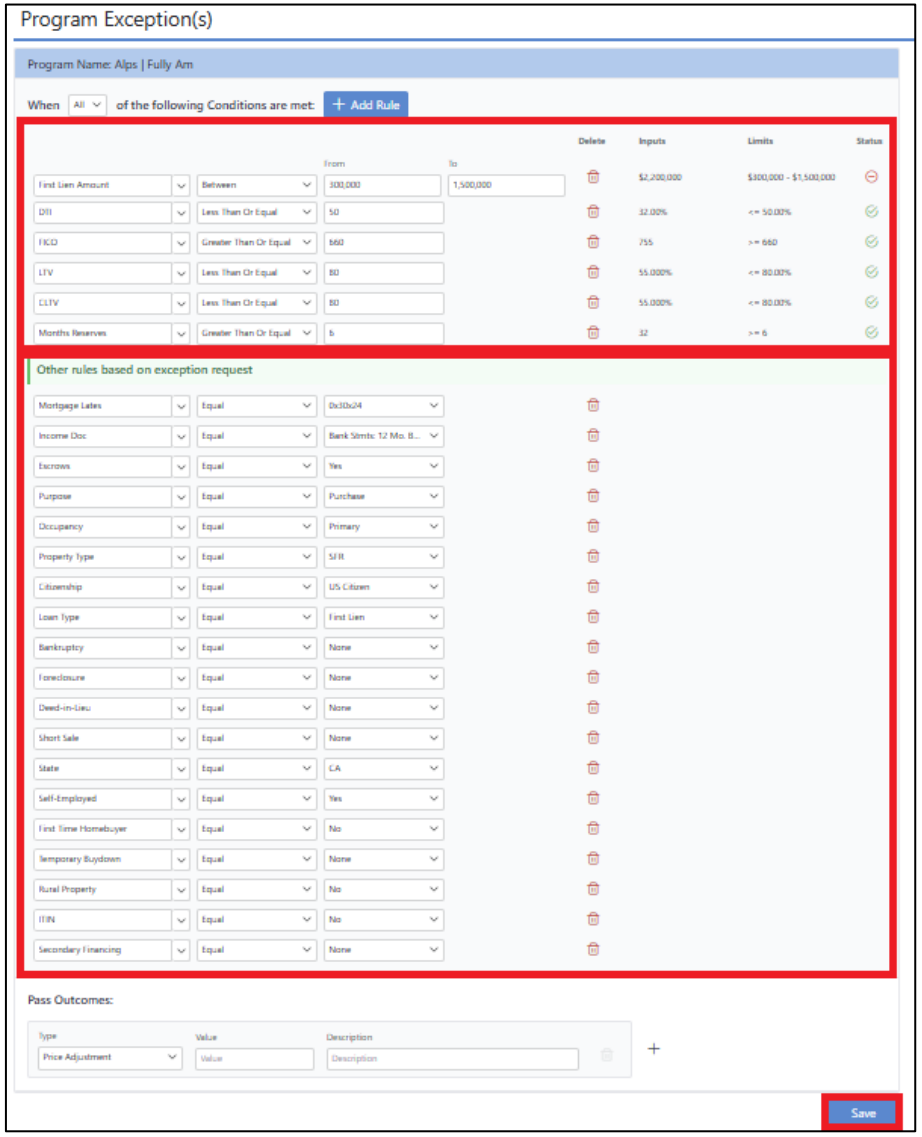
Buyer Exception Request Approval: Enter Program Exceptions

Buyer User

- **Buyer Flexibility with Respect to Exception Rules**
- Buyers can adjust any prepopulated eligibility rules before approving an exception
- Eligibility rules will prepopulate as follows:
  - The **top section** will display limits based on ineligibility evidence, along with inputs from the exception request (e.g., LTV, Loan Amount, DTI)
  - The **lower section** will contain other rules and default them to the NEX App input values
- Buyside users can adjust limits for any LoanNEX attribute
  - Limits must be within the parameters of the input values to Save correctly
- Buyers can add one or more exception adjustments, with a description for each
- Once adjustments are made, the user will **Save** the page and proceed to buy-side pricing (see next slide)
- **Best Practice**: Navigate to the **Buy-Side Pricing** tab and price the loan using the newly defined rules and LLPAs to confirm the loan is pricing as expected before approving the exception *(see next page for additional details)*



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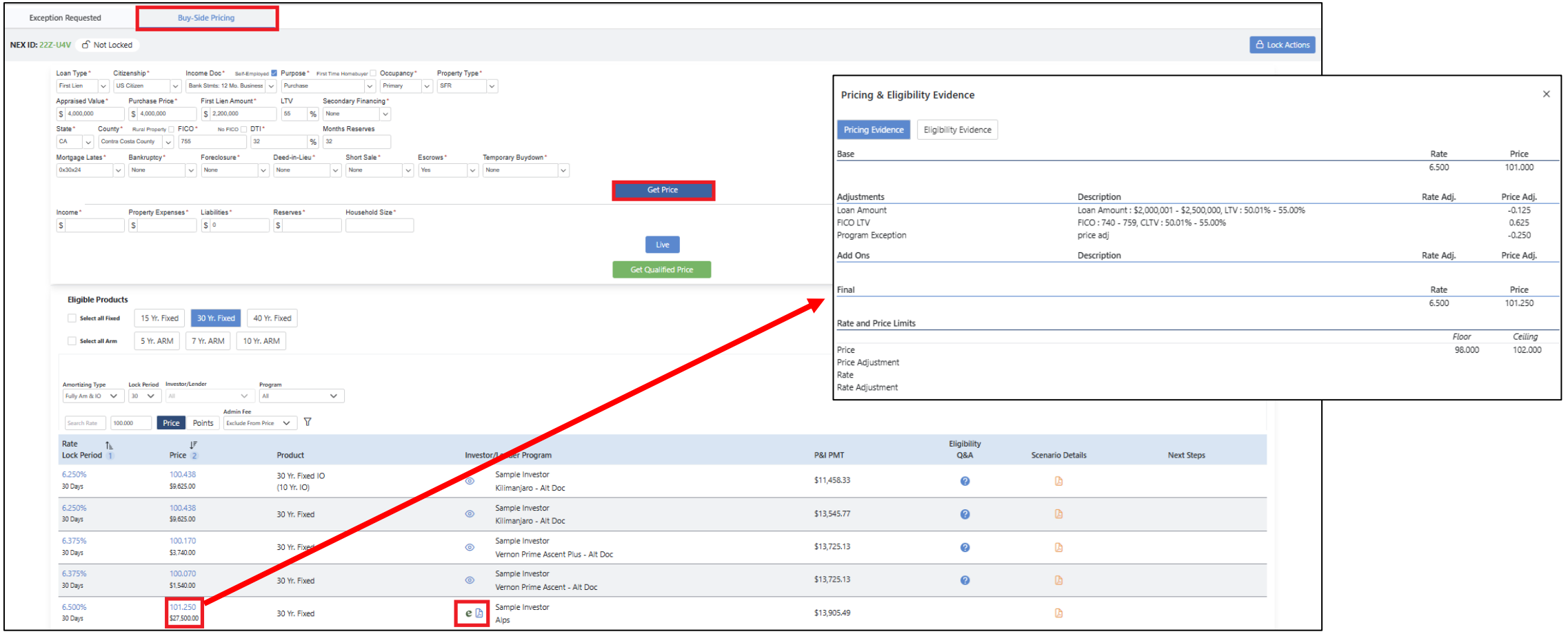
Buyer Exception Request Approval: Price Loan and Confirm Exception Rules

Buyer User

- Navigate to the **Buy-Side Pricing** tab and price the loan using the newly defined rules and LLPAs to confirm the loan is pricing as expected
  - The final price reflects all applied exception LLPAs, which can be verified through the LLPA Evidence section
  - Return to the **Exception Requested** tab to further modify rules or LLPAs based on results seen in the Buy-Side Pricing tab



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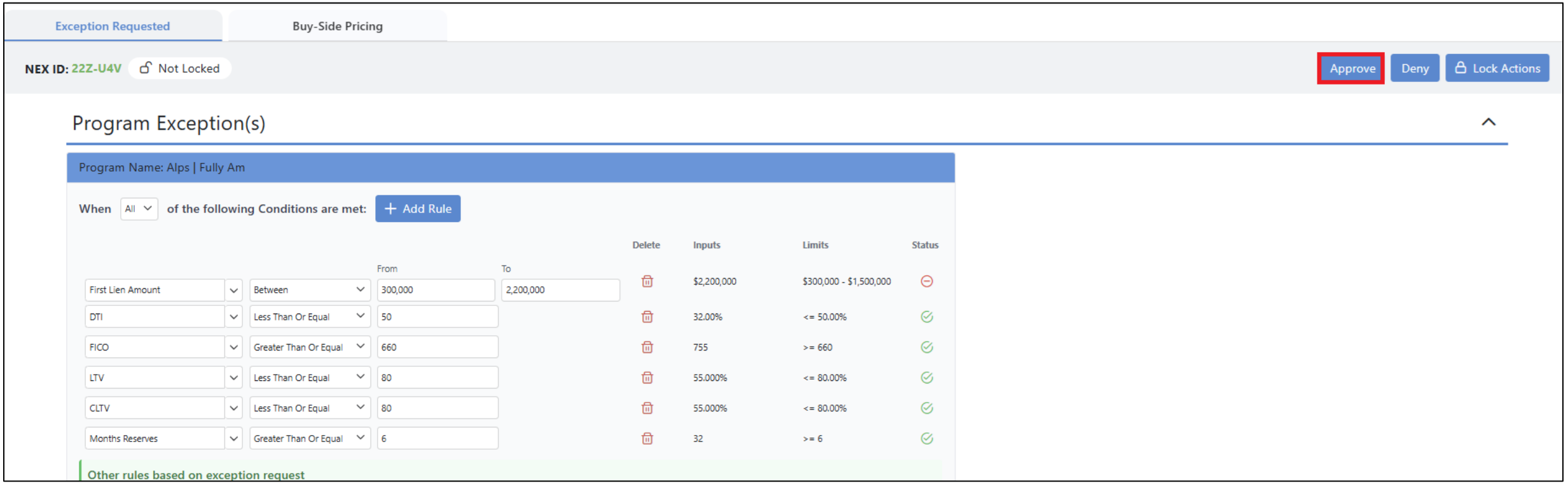
Buyer Exception Request Approval: Approve Exception Request

Buyer User

- Once the Exception Rules and LLPA(s) are **Saved**, and pricing has been confirmed on the **Buy-Side Pricing** tab, click the **Approve**
  - Exception is immediately approved
  - Seller will receive an email notification to reprice and lock the loan



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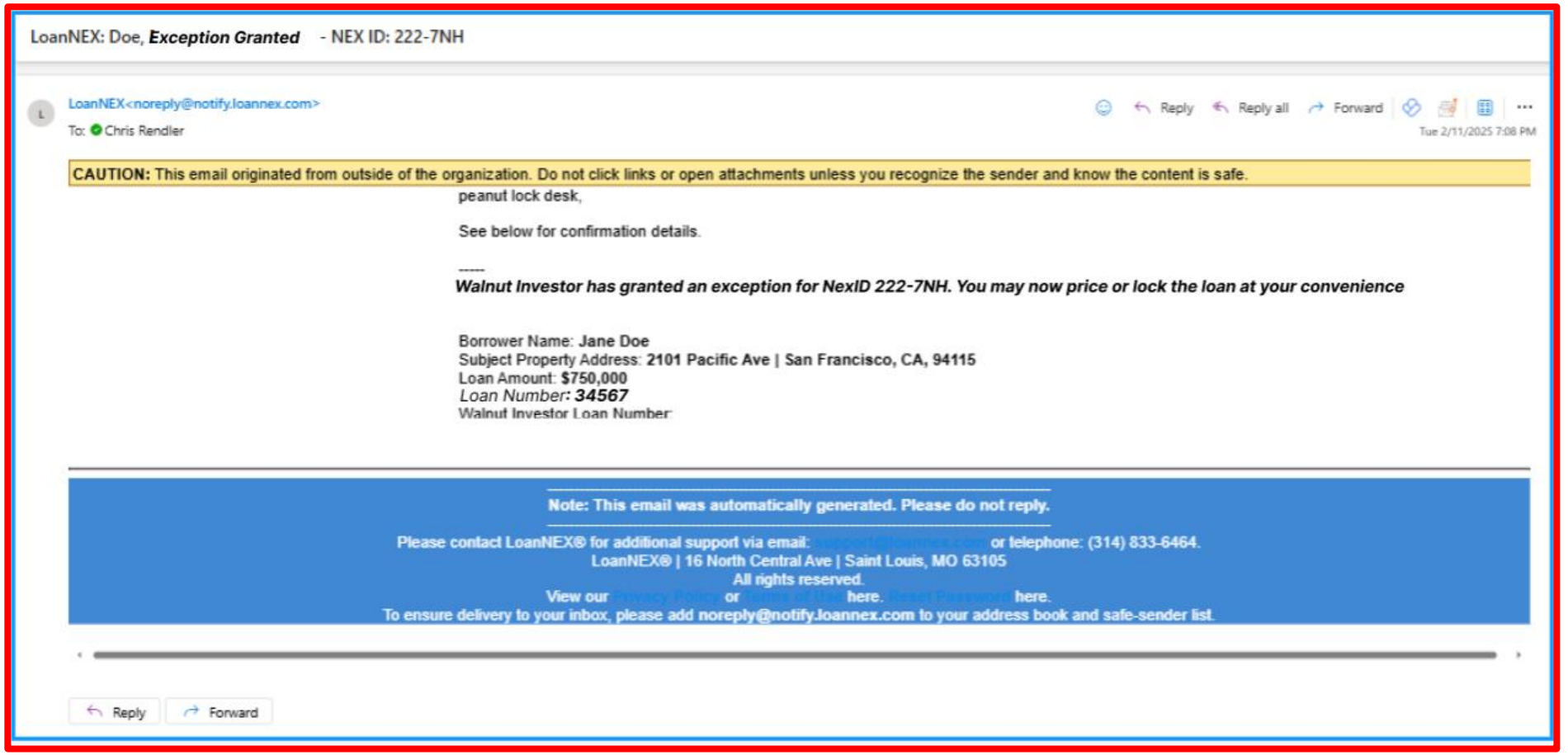
Seller Notification: Exception Granted

Seller User

- Seller receives an Exception Granted notification email
  - A hyperlink in the email will route the user directly to the loan
- Additionally, Seller may access their Pipeline to view loans with Approved Exceptions and Exceptions that are still pending review



LoanNEX: Doe, ***Exception Granted*** - NEX ID: 222-7NH

LoanNEX<noreply@notify.loannex.com>
To: Chris Rendler

Reply | Reply all | Forward
Tue 2/11/2025 7:08 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

peanut lock desk,

See below for confirmation details.

Walnut Investor has granted an exception for NexID 222-7NH. You may now price or lock the loan at your convenience

Borrower Name: **Jane Doe**
Subject Property Address: **2101 Pacific Ave | San Francisco, CA, 94115**
Loan Amount: **$750,000**
Loan Number: ***34567***
Walnut Investor Loan Number:

Note: This email was automatically generated. Please do not reply.

Please contact LoanNEX® for additional support via email: [redacted] or telephone: (314) 833-6464.
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View our [redacted] or [redacted] here. [redacted] here.
To ensure delivery to your inbox, please add noreply@notify.loannex.com to your address book and safe-sender list.

Reply | Forward

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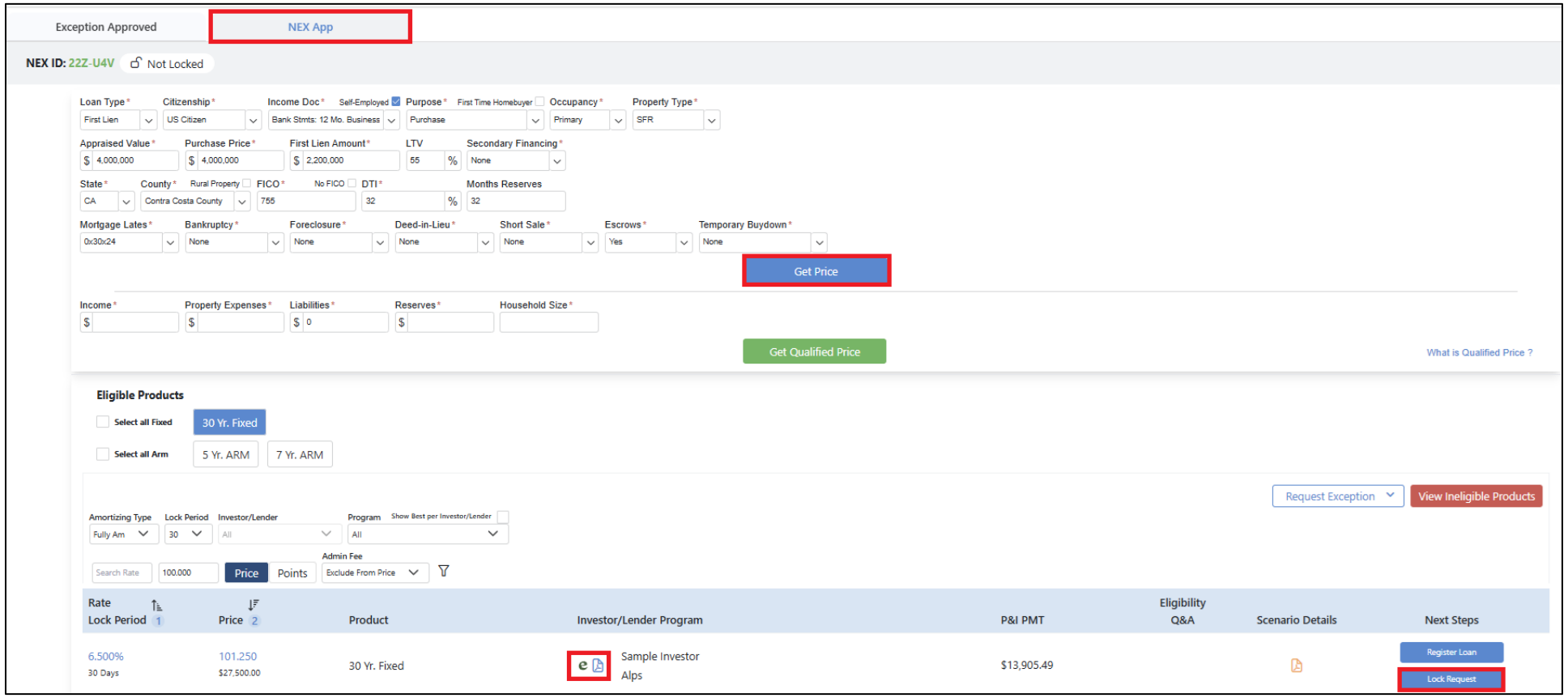
Seller Submit Lock with Approved Exception

Seller User

- Once the exception is approved, the seller can reprice the loan and see:
  - Eligibility updated based on exception rules defined by the buyer
  - Updated pricing reflecting all exception adjustments
  - The impacted program will display a **green 'e'** in the pricing table to indicate the exception is in effect
- Seller can take **Next Steps** actions to Lock loan



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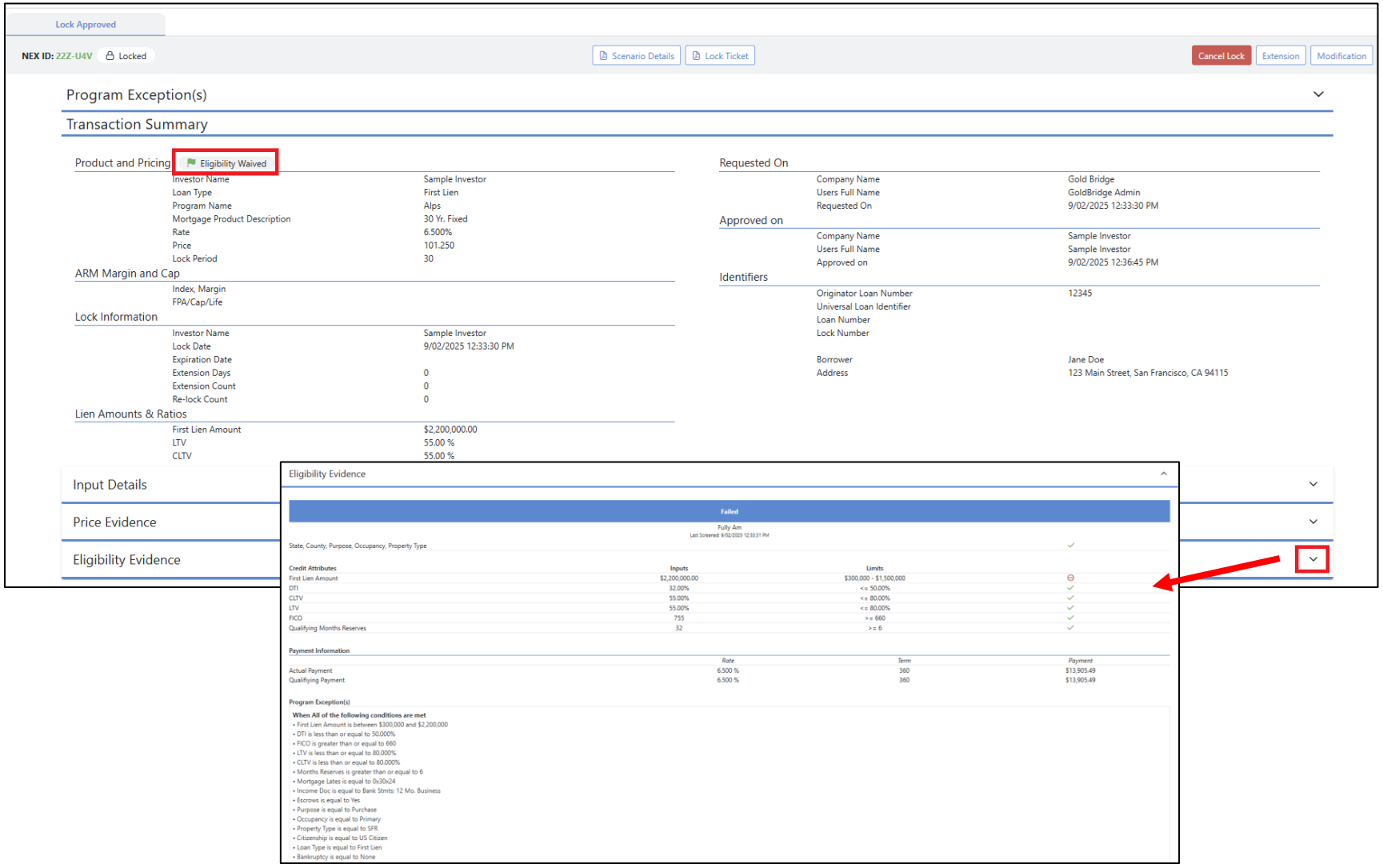
Seller Post-Lock Exception Visibility and Modification Handling

Seller User



- Once exception loan is locked, the **Transaction Summary** and Exception Report displays:
  - **Green flag** to indicate the exception was approved/granted
  - Select the arrow to open **Eligibility Evidence** to show:
    - Line-by-line comparison against default program guidelines
    - Program Exceptions

- **NOTE: If the Seller modifies the loan** after the exception and lock are approved:
  - LoanNEX checks new data against exception-defined eligibility
  - If loan is outside approved bounds, the seller will not be allowed to submit the modification, and must submit a new exception request

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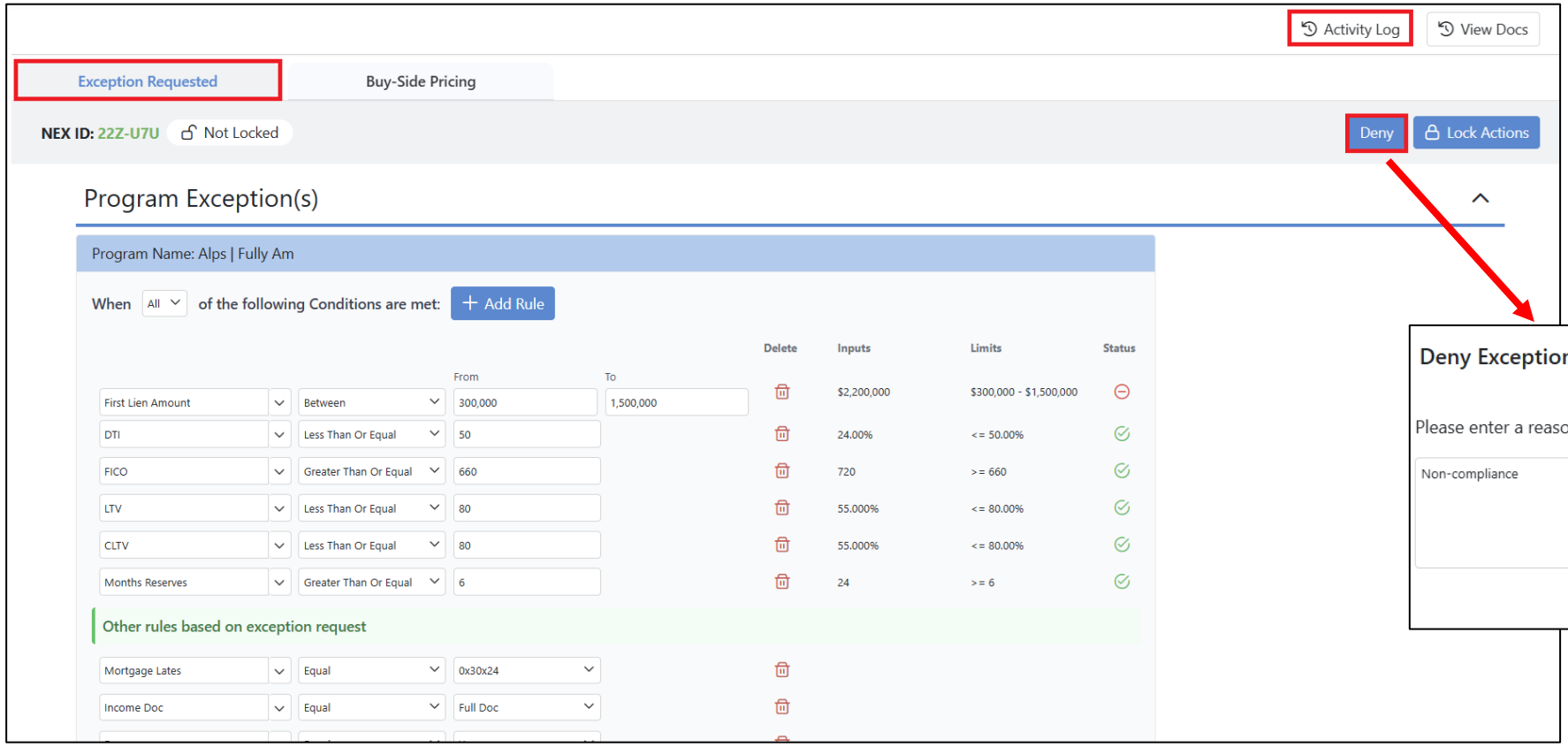
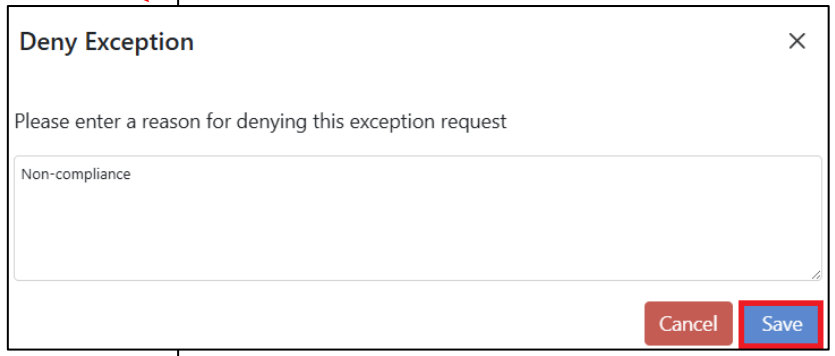
Buyer Deny Exception Request

Buyer User

- **Buyer selects Deny on exception request**
  - User may provide Comments explaining the reason for the exception denial before selecting the **Save** button
- Denial is logged in the exception **Activity Log** for audit tracking





- Seller will receive an Exception Denied notification via email
  - **Seller may revise and resubmit the Exception Request**
  - The exception request form will prepopulate with the previous responses and can be modified as needed

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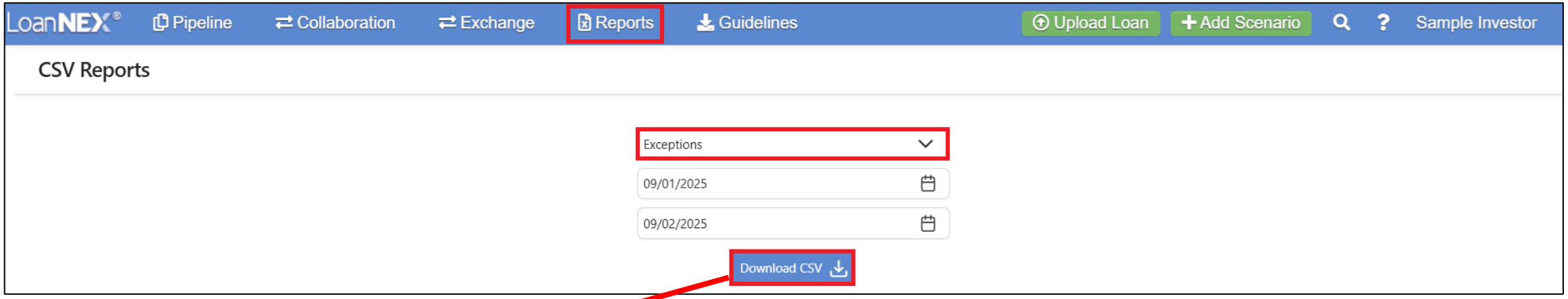
Buyer Exception Reporting

- **Exception activity is fully tracked and available in LoanNEX**
  - Navigate to the **Reports** section in the top navigation bar
  - Select the **Exception** Report
  - Select your desired date range
  - Select the **Download** button

- **Reported Data includes:**
  - Exception Request Date
  - Approval or Denial Status with Corresponding Dates
  - Submitted Form Responses



	A	C	D	E	I	K	L	N	O	P	Q	R	S	T	U
1	Nex Id	Lock Number	Primary Borrower Name	Official Loan Of	Buyer Name	Loan Purpose	Seller Originator	Lock Requested Date	Lock Approved Date	Last Exception Requ	Exception Requested Coun	Exception Requested Date(s	Exception Approved	Exception Approved Date	Last Exception Ap
2	22Z-U7B		Sam Second	Gold Bridge	Sample Investor	Purchase	GoldBridgeAdmin			GoldBridgeAdmin	1	9/2/2025 12:52	Y	9/2/2025 12:55	SampleInvestor
3	22Z-U7U		Deny Test	Gold Bridge	Sample Investor	Purchase	GoldBridgeAdmin			GoldBridgeAdmin	1	9/2/2025 12:46	N		
4	22Z-U7B		Sam Second	Gold Bridge	Sample Investor	Purchase	GoldBridgeAdmin			GoldBridgeAdmin	1	9/2/2025 12:52	Y	9/2/2025 12:55	SampleInvestor
5	22Z-U4V	22Z-U4V	Jane Doe	Gold Bridge	Sample Investor	Purchase	GoldBridgeAdmin	9/2/2025 12:33	9/2/2025 12:36	GoldBridgeAdmin	1	9/2/2025 10:47	Y	9/2/2025 12:29	SampleInvestor

- **NOTE:** All standard loan data is included in the **Exchange Pipeline** Report. Reconcile both reports to get a complete view of each exception loan.

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FAQ – Sellers Exception Request and Approval Management

- **When should I submit an exception request?**
  → Submit an exception request when pricing results show “Ineligible” or when a program fails a published guideline but a waiver may apply.
- **Where do I start my exception request?**
  → Select **Request Exception** on the Pricing screen, or choose **Ineligible Products → Request Exception** from the popup window.
- **Can I attach supporting documentation?**
  → Yes. Upload borrower or credit documentation before submitting. Files are visible in **Transaction Summary → View Docs** for Buyer review.
- **What happens after I submit my request?**
  → The Buyer receives an automated notification and reviews your submission in the **Exceptions** tab. You’ll receive an email once a decision is made.
- **My request was denied. Can I resubmit?**
  → Yes. Denied requests can be revised and resubmitted. All prior responses will prepopulate for faster completion.

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FAQ – Buyer Exception Configuration and Workflows

- **How are general or non-eligibility-related exceptions handled?**
  → Buyers can configure a **General Exception Request Form** for non-rule-related approvals. Sellers select "Request Exception" from the Exceptions tab to initiate.
- **How do I review incoming exception requests?**
  → Access the **Exceptions** tab or use the email hyperlink to open the loan. You can review exceptions individually or in batch view.
- **Can I adjust eligibility rules before approval?**
  → Yes. Modify LTV, DTI, or other limits within the **Program Exceptions** section, then save before proceeding to pricing.
- **How do I confirm pricing accuracy before approving an exception request?**
  → Use the **Buy-Side Pricing** tab to validate pricing and confirm LLPAs align with the exception rules before selecting **Approve**.
- **How should I handle a denied request?**
  → Select **Deny**, add a brief comment, and click **Save**. The denial is logged in the **Activity Log**, and the Seller receives an automated notification.
- **Where can I track and reconcile all exception activity?**
  → Navigate to **Reports → Exception Report**, select a date range, and download. This includes all request details, approvals, and denials.

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FAQ – Buyers Managing Exceptions After Lock Approval

- **A loan is lock-approved and now violates an eligibility hard stop. How can I handle this?**
  → If loan data changes and falls outside the originally approved exception parameters, the system will prevent seller from simply updating the loan. The Seller must submit a new exception request after repricing the loan. The buyside will then receive an exception request on updated loan.
- **Loan data changed on a previously approved exception. How do I update the eligibility rules or adjustments?**
  → The Buyer can edit the exception rules within the **Exception Requested** tab and re-approve. Seller should reprice and re-lock to update pricing and eligibility displays.
- **A loan was exception-approved but now needs to be canceled. How can I do this?**
  → Locate the loan in the **Activity Log**, open the exception record, and select **Revoke Exception**. This will remove the active waiver and notify the Seller.
- **Can exceptions be created after a loan is locked?**
  → *Coming soon! The upcoming Post-Lock Exception feature will allow Buyers to seamlessly approve new exceptions on locked loans*. Until then, **Sellers should continue to engage buyers manually regarding exceptions to existing locks**

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Submit a Case to LoanNEX Support

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

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