

LoanNEX Secondary Lock
User Guide for Secondary Lock Desk Admin Users
January 2026

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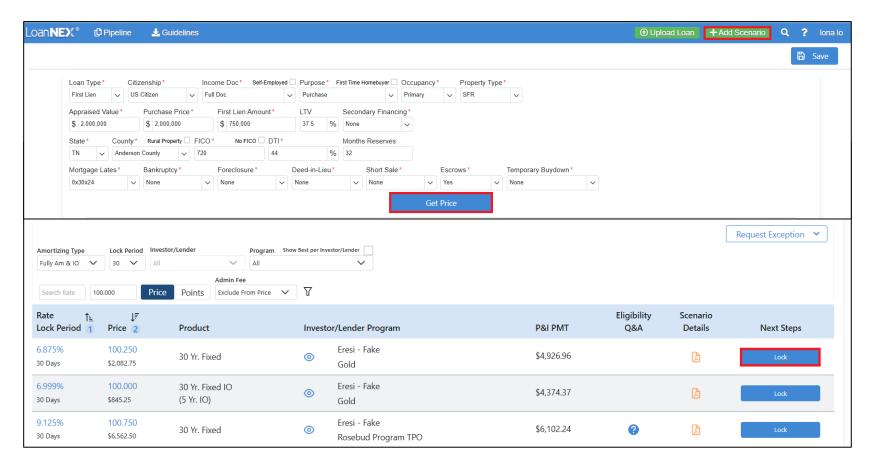
Select the link to go to the corresponding page in this document

LoanNEX Secondary Lock Overview

- LoanNEX Secondary Lock allows lenders to seamlessly manage both the internal (Primary) lock with the originator and the external (Secondary) lock with the investor from a single workflow
- Enables lenders to evaluate investor pricing, execute investor lock actions,
 and track all locks through unified views
- This capability applies to:
 - Retail Lock Clients
 - Enterprise Lock Clients
 - Web-based LoanNEX and Encompass-integrated environments

Originator Requests Primary Lock

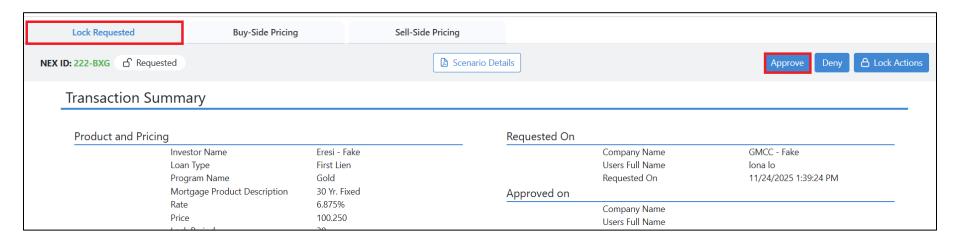
- Originator (LO) User selects Add Scenario button and inputs loan details
- User selects Get Price button
- User selects Next Steps: Submit Lock, Lock Request, Lock, etc.



Lock Desk Reviews Primary Lock

- Lock Desk User(s) receive Lock Request email notification
 - Click NEX ID in link email or login and go to Pipeline
- Lock Desk reviews Primary Lock Request from the Lock Requested tab

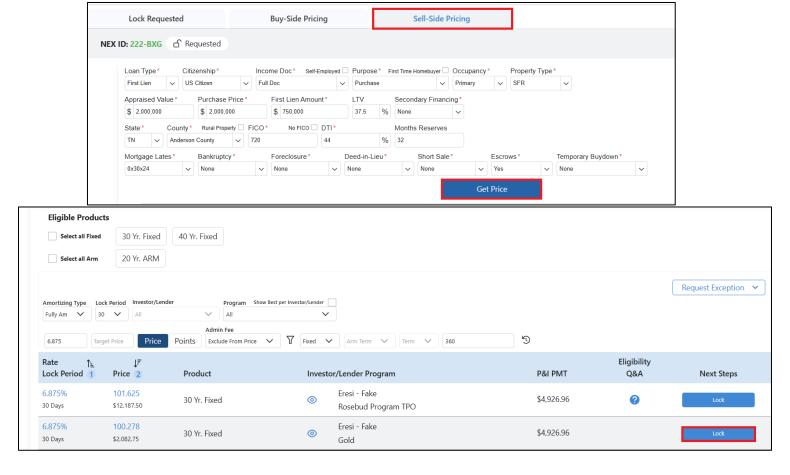
Lock Desk can approve the Primary lock at any point in the process (prior to, or after, Secondary lock approval) from the **Lock Requested** tab



Lock Desk User

Lock Desk Best Ex <u>and</u> Request Secondary Lock with Investor (via Sell-Side tab)

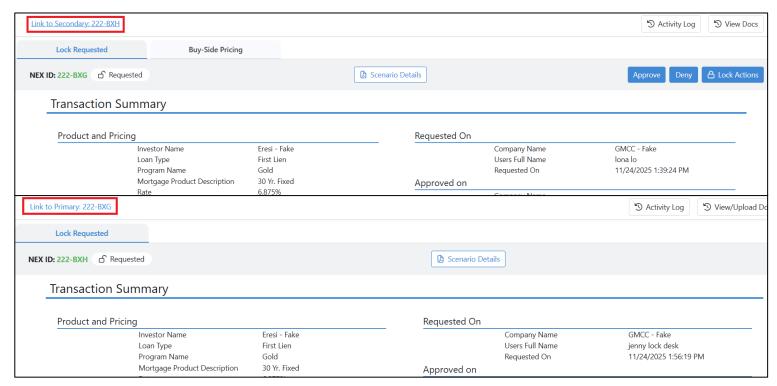
- Lock Desk go to Sell-Side Pricing tab to Best Ex Loan with Investors
- User selects Get Price button
- User selects Next Steps: Submit Lock, Lock Request, Lock, etc.



Lock Desk User

Lock Desk Transaction Summary: Links to Primary and Secondary Locks

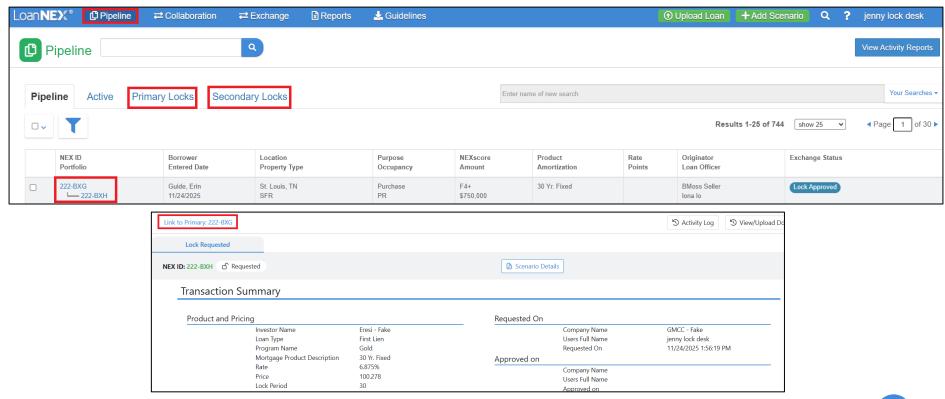
- After submitting Secondary Lock to the Investor, Lock Desk User will be redirected to the Primary Lock Transaction Summary page
- Select the link at the top of the page to toggle between the Primary and Secondary Lock
- Lock Requested tabs will update to Lock Approved when each lock is approved:
 - Primary lock: when approved by the Lock Desk User
 - Secondary lock: when approved by the Investor



Lock Desk Pipeline: Viewing Primary and Secondary Locks

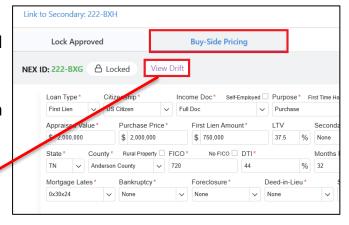


- Lock Desk Users can access the Primary and Secondary Locks in the Pipeline:
 - Use Pipeline tab to view both Primary and Secondary Lock with links to both lock records
 - Use Primary Locks tab to view Primary Locks from LO Originators only
 - Use **Secondary Locks** tab to view Secondary Locks to Investors only
- Once a NEX ID link is selected, the ability to toggle between Primary and Secondary Locks remains on the Transaction Summary page

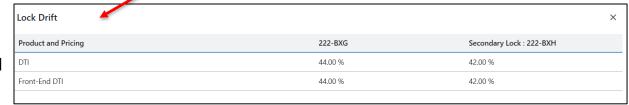


Drift Management

- Drift Management indicators allow Lock Desk Users to identify data mismatches between the Primary Lock and the Secondary Lock
 - Lock Desk Users can see what Primary Lock loan data has changed to reconcile the Secondary Lock
 - Drift indicators are triggered when a Modification is approved on the Primary Lock and the Primary Lock and Secondary Lock data are not aligned
- Lock Desk Users will be able to see Drift indicators in two places:
 - Primary Lock Transaction Summary Page: a View Drift button will appear on Primary Lock Transaction Summary Page. Lock Desk clicks button to open pop-up window displaying mismatched data field(s). Lock Desk Users will be able to easily reconcile which data point needs updating in the Secondary Lock.
 - Pipeline View: a Drift icon will appear in Pipeline view. Select the NEX ID to go to the Transaction Summary Page and see the Drift comparison.



 Lock Drift Comparison: Displays mismatched data points between most recently approved Primary and Secondary locks.



Submit a Case to LoanNEX Support

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