



LoanNEX Exceptions
User Workflow Guide

March 2026

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Centralized Exception Workflows

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

➤ **Seller-Initiated Requests**

Submit exception requests from ineligible pricing scenarios, via a general request form, or on locked loans falling outside eligibility.

➤ **Buyer/Lender Review & Decisioning**

Use configurable forms to review requests, apply exception-specific rules, and respond with approvals or denials. All actions are audit-tracked.

➤ **Automated Updates**

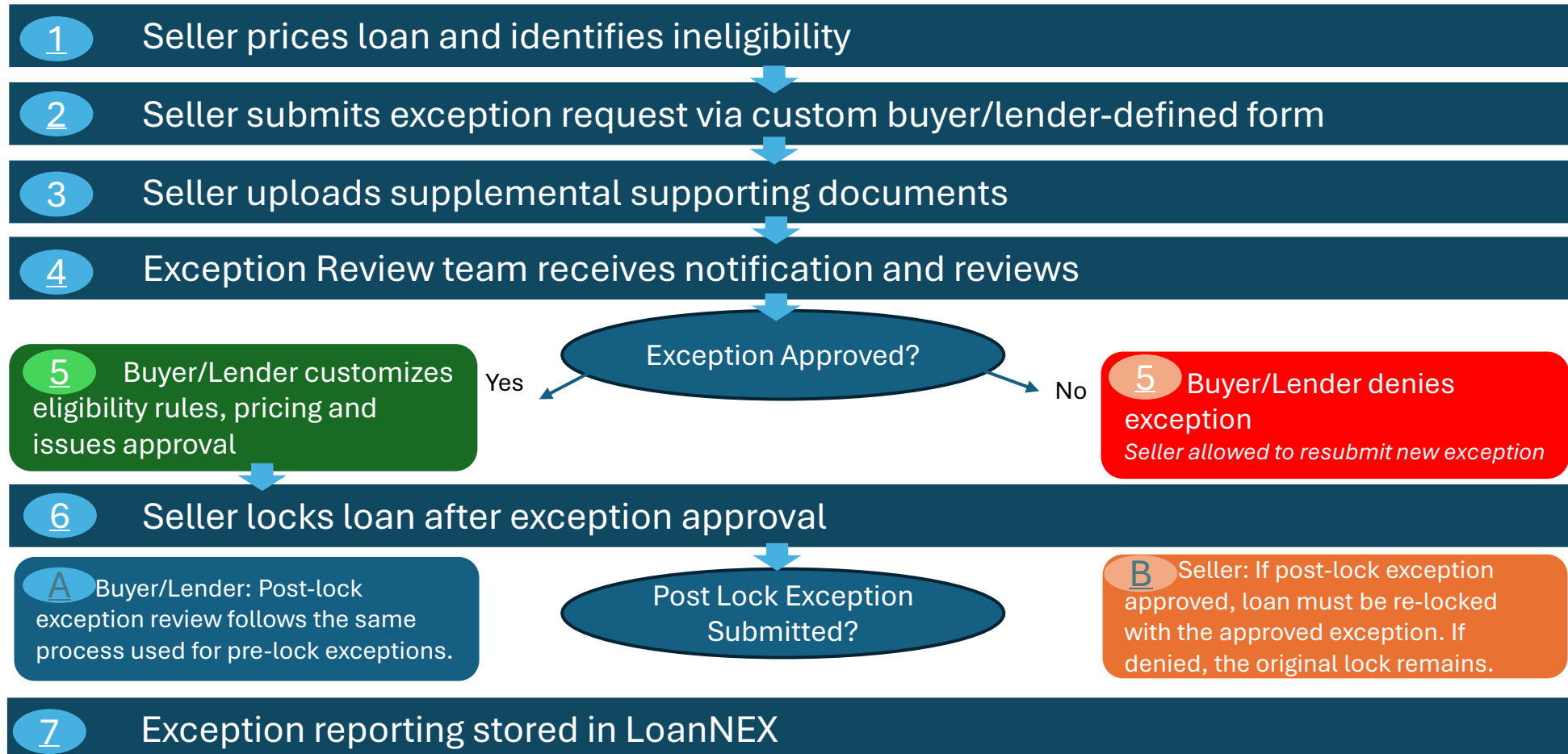
Approved exceptions update loan eligibility, pricing views, lock confirmations (once locked), and pipeline indicators.

➤ **Enhanced Workflow Support**

Includes document uploads, custom form fields, and full exception lifecycle reporting.



Workflow Overview LoanNEX Exceptions



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

Seller Prices Loan – Views Ineligible Products and Exception options



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

The screenshot shows a loan application form with various fields for loan type, citizenship, income, purpose, and property details. Two buttons are highlighted: a blue 'Get Price' button and a green 'Get Qualified Price' button.

The 'Ineligible Products' popup window displays a search bar, a 'Sample Investor' section, and a table of product details. A red box highlights the 'Request Exception' button in the 'Fail' status row. A red arrow points from this button to the 'Request Exception' dropdown in the bottom screenshot.

Program Attributes	Fail
State, County, Purpose, Occupancy, Property Type	Fully Am Last Screened: 9/02/2025 10:25:00 AM Request Exception

The 'Eligible Products' table has a toolbar with two buttons highlighted in red boxes: 'Request Exception' (labeled 1) and 'View Ineligible Products' (labeled 2).

Rate	Lock Period	Price	Product	Investor/Lender Program	P&I PMT	Eligibility Q&A	Scenario Details	Next Steps
------	-------------	-------	---------	-------------------------	---------	-----------------	------------------	------------

- If the exception is approved
 - Seller User will receive notification
 - Seller must login, locate loan, and submit lock with approved exception parameters

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/Lender 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– including single- and multi-select dropdowns, text and numeric fields, and any required inputs tailored to that buyer/lender’s exception workflow

Request Exception - Sample Investor

Exception Requests will be reviewed within 1 business day of request by the deal desk. If exceptions are approved, you'll receive a follow up email stating the exception is approved and the loan may be locked. Please refer to the restrictions listed here prior to submitting your request ----> [Click Here](#)

A material change(s) that manifest during the processing and underwriting of the case may result in disqualification of the granted exception as originally submitted; therefore, exception decisions do not bind Gold Investor to extend credit to the borrower or to purchase the loan.

A minimum of 2 compensating factors are required for an exception

Next Steps:

- ◆ Please enter additional field info below
- ◆ Once completed, click **Request Exception and Save**
- ◆ To Upload supporting documentation, navigate to **"View/Upload Docs"** on the main page

Description of the exception request and compensating factors

Requested Program
ⓘ Alps, Fully Am

Borrower First Name	Borrower Last Name *	Co-Borrower First Name	Co-Borrower Last Name
Jane	Doe	John	Doe
Subject Property Address *	City *	Zip *	Originator Loan Number
123 Main Street	San Francisco	94115	12345
Compensating Factors - Years Clean Rental History	Compensating Factors - General *	Exception Type *	
	DTI	DTI	

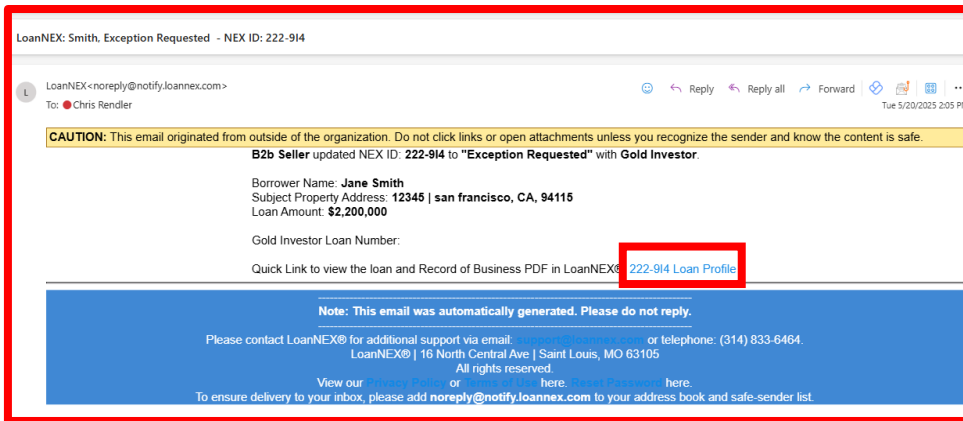
Cancel **Request Exception And Save**

Buyer/Lender Exception Request Notification



- 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
 - A hyperlink in the email will route the User directly to the loan
- Additionally, go to the LoanNEX **Exchange** and the **Exceptions** tab for individual or batch review

Example Notification Email for Exception Request



Exception Queue (Batch Review)

LoanNEX® Pipeline Collaboration Exchange Reports Guidelines Upload Loan Add Scenario Sample Investor

Exchange

Lock Requested Lock Approved Modifications 2 Exceptions 5 Funded Rejected / Canceled

Enter name of new search Your Searches



Results 1.5 of 5 show 25 Page 1 of 1

Loan ID	Loan Amount	Income	Property Expenses	Liabilities	Assets	LTV / CLTV	FICO	Status
222-U4V	\$2,200,000	\$0	\$0	\$0	\$0	55% / 55%	755	
222-TTU	\$2,460,000	\$0	\$0	\$0	\$0	82% / 82%	720	Exception Approved
222-TTD	\$1,600,000	\$0	\$0	\$0	\$0	64% / 64%	755	Exception Approved

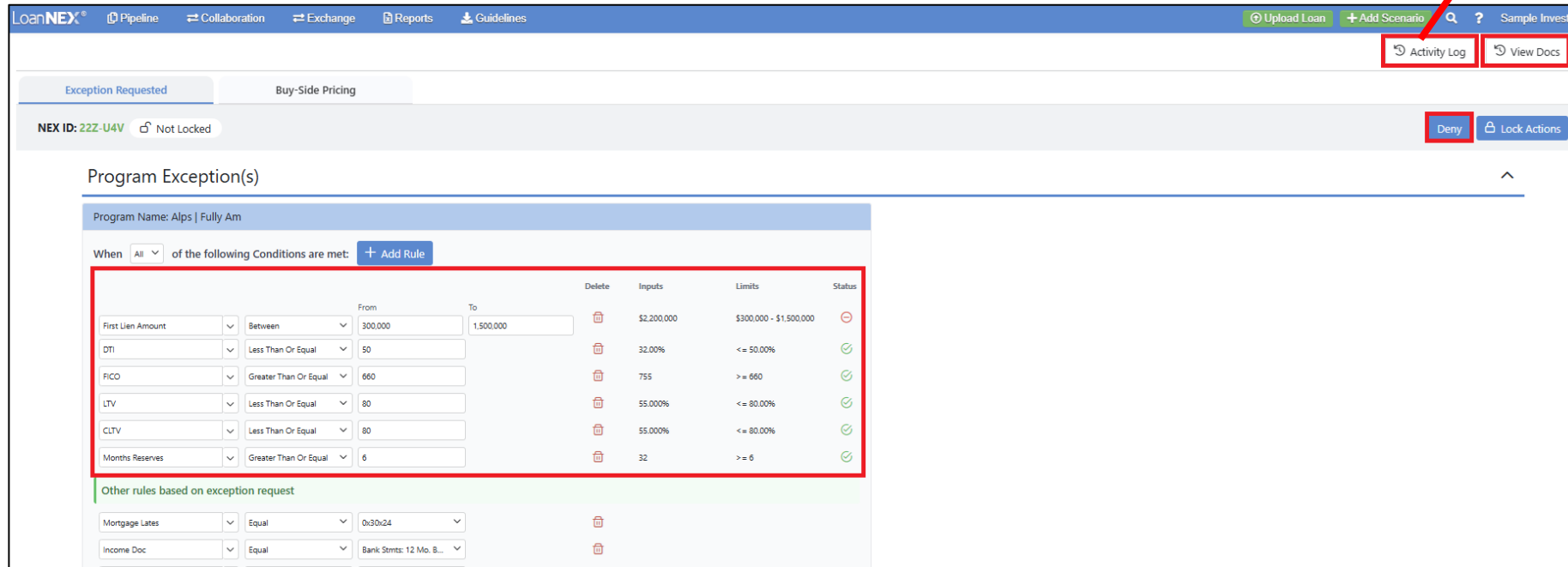
Buyer/Lender Exception Request Actions

- All input details, including custom fields, are viewable under **Transaction Summary**
 - The **Activity Log** provides a PDF download of the Exception request
- 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
- Exception Requests can be approved after Program exception(s) are saved

Activity Log

 **Exception Requested** 

9/02/2025 10:47:33 AM by:Gold Bridge



LoanNEX® Pipeline Collaboration Exchange Reports Guidelines Upload Loan Add Scenario Sample Investor













Exception Requested Buy-Side Pricing

NEX ID: 22Z-U4V Not Locked Deny Lock Actions



Program Exception(s)

Program Name: Alps | Fully Am

When All of the following Conditions are met: + Add Rule

		From	To	Delete	Inputs	Limits	Status
First Lien Amount	Between	300,000	1,500,000		\$2,200,000	\$300,000 - \$1,500,000	
DTI	Less Than Or Equal	50			32.00%	<= 50.00%	
FICO	Greater Than Or Equal	660			755	>= 660	
LTV	Less Than Or Equal	80			55.000%	<= 80.00%	
CLTV	Less Than Or Equal	80			55.000%	<= 80.00%	
Months Reserves	Greater Than Or Equal	6			32	>= 6	

Other rules based on exception request

Mortgage Lates	Equal	0x30x24	
Income Doc	Equal	Bank Stmt: 12 Mo. B...	

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
Escrows:	Yes	Property Type:	Single Family Residence
Temp Buydown:	None	Units:	1
Purchase Price:	\$4,000,000	County:	Contra Costa County
Appraised Value:	\$4,000,000	State:	CA
First Loan Amount:	\$2,200,000	Rural Property:	No
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
Combinded Monthly Housing Expenses:		Short Sale:	None
Total Other Monthly Liabilities:	\$0	Mortgage Late PMTs:	0x30x24
Post Closing Reserves:		FICO:	755
		#of financed Properties:	N/A
		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/Lender)
 - Exception summary and comments

Buyer/Lender Exception Request Approval: Enter Program Exceptions

- **Flexibility with Respect to Exception Rules**
- 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
- Adjust limits for any LoanNEX attribute
 - Limits must be within the parameters of the input values to Save correctly
- 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*)

When	All	of the following Conditions are met:	+ Add Rule	Delete	Inputs	Limits	Status
First Lien Amount	Between	From 300,000 To 1,500,000			\$2,000,000	\$300,000 - \$1,500,000	
DTI	Less Than Or Equal	50			32.00%	<= 50.00%	✓
FICO	Greater Than Or Equal	660			755	>= 660	✓
LTV	Less Than Or Equal	80			55.000%	<= 80.00%	✓
CLLTV	Less Than Or Equal	80			55.000%	<= 80.00%	✓
Months Reserves	Greater Than Or Equal	6			32	>= 6	✓

Other rules based on exception request	Delete		
Mortgage Lates	Equal	0x30x04	
Income Doc	Equal	Bank Stmt: 12 Mo. B...	
Escrows	Equal	Yes	
Purpose	Equal	Purchase	
Occupancy	Equal	Primary	
Property Type	Equal	SF RT	
Citizenship	Equal	US Citizen	
Loan Type	Equal	First Lien	
Bankruptcy	Equal	None	
Foreclosure	Equal	None	
Deed-in-Lieu	Equal	None	
Short Sale	Equal	None	
State	Equal	CA	
Self-Employed	Equal	Yes	
First Time Homebuyer	Equal	No	
Temporary Buydown	Equal	None	
Rural Property	Equal	No	
ITIN	Equal	No	
Secondary Financing	Equal	None	

Pass Outcomes:		
Type	Value	Description
Price Adjustment	Value	Description

Save

Buyer/Lender Exception Request Approval: Price Loan and Confirm Exception Rules



- 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 LPA Evidence section
 - Return to the **Exception Requested** tab to further modify rules or LLPAs based on results seen in the Buy-Side Pricing tab

Exception Requested | **Buy-Side Pricing** | NEX ID: 22Z-U4V | Not Locked | Lock Actions

Loan Type* US Citizen | Income Doc* Bank Stmt: 12 Mo. Business | Purpose* Purchase | First Time Homebuyer* | Occupancy* Primary | Property Type* SFR

Appraised Value* \$ 4,000,000 | Purchase Price* \$ 4,000,000 | First Lien Amount* \$ 2,200,000 | LTV 55 % | Secondary Financing* None

State* CA | County* Contra Costa County | FICO* 755 | No FICO | DTI* 32 % | Months Reserves 32

Mortgage Lates* 0x30x24 | Bankruptcy* None | Foreclosure* None | Deed-in-Lieu* None | Short Sale* None | Escrows* Yes | Temporary Buydown* None

Income* \$ | Property Expenses* \$ | Liabilities* \$ 0 | Reserves* \$ | Household Size* | **Get Price** | Live | Get Qualified Price

Eligible Products

Select all Fixed | 15 Yr. Fixed | **30 Yr. Fixed** | 40 Yr. Fixed

Select all ARM | 5 Yr. ARM | 7 Yr. ARM | 10 Yr. ARM

Amortizing Type Fully Am & IO | Lock Period 30 | Investor/Lender All | Program All

Search Rate 100.000 | Price | Points | Exclude From Price

Rate	Lock Period	Price	Product	Investor/Lender Program	P&I PMT	Eligibility Q&A	Scenario Details	Next Steps
6.250%	30 Days	100.438 \$9,625.00	30 Yr. Fixed IO (10 Yr. IO)	Sample Investor Kilimanjaro - Alt Doc	\$11,458.33	?		
6.250%	30 Days	100.438 \$9,625.00	30 Yr. Fixed	Sample Investor Kilimanjaro - Alt Doc	\$13,545.77	?		
6.375%	30 Days	100.170 \$3,740.00	30 Yr. Fixed	Sample Investor Vernon Prime Ascent Plus - Alt Doc	\$13,725.13	?		
6.375%	30 Days	100.070 \$1,540.00	30 Yr. Fixed	Sample Investor Vernon Prime Ascent - Alt Doc	\$13,725.13	?		
6.500%	30 Days	101.250 \$27,500.00	30 Yr. Fixed	Sample Investor Alps	\$13,905.49			

Pricing & Eligibility Evidence

Pricing Evidence | Eligibility Evidence

Base	Rate	Price	
	6.500	101.000	
Adjustments	Description	Rate Adj.	Price Adj.
Loan Amount	Loan Amount : \$2,000,001 - \$2,500,000, LTV : 50.01% - 55.00%		-0.125
FICO LTV	FICO : 740 - 759, CLTV : 50.01% - 55.00%		0.625
Program Exception	price adj		-0.250
Add Ons	Description	Rate Adj.	Price Adj.
Final		6.500	101.250
Rate and Price Limits		Floor	Ceiling
Price		98.000	102.000
Price Adjustment			
Rate			
Rate Adjustment			

Buyer/Lender Exception Request Approval: Approve Exception Request



- 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

Exception Requested | Buy-Side Pricing

NEX ID: 22Z-U4V | Not Locked

Approve | Deny | Lock Actions

Program Exception(s)

Program Name: Alps | Fully Am

When of the following Conditions are met:

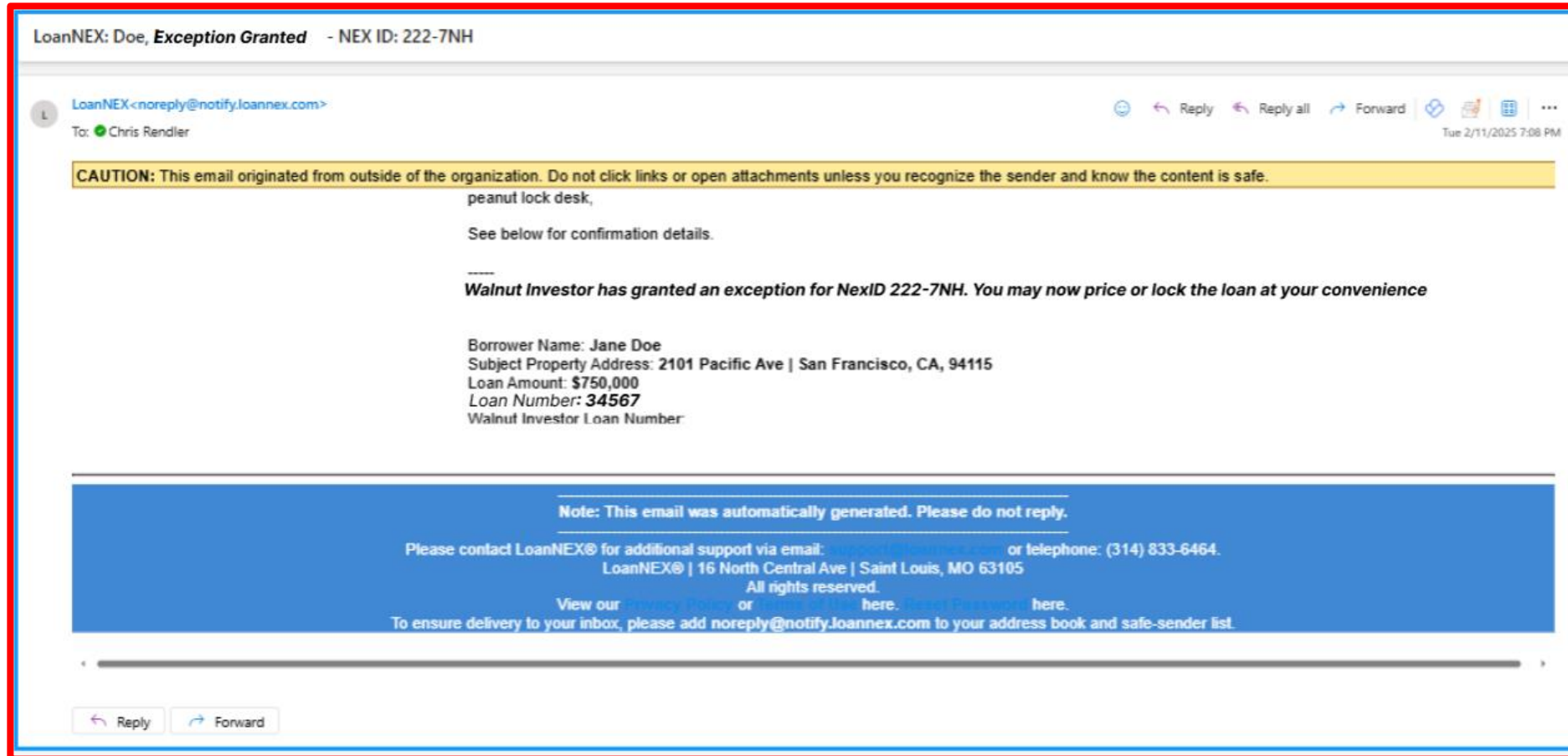
		From	To	Delete	Inputs	Limits	Status
First Lien Amount	Between	300,000	2,200,000		\$2,200,000	\$300,000 - \$1,500,000	
DTI	Less Than Or Equal	50			32.00%	<= 50.00%	
FICO	Greater Than Or Equal	660			755	>= 660	
LTV	Less Than Or Equal	80			55.000%	<= 80.00%	
CLTV	Less Than Or Equal	80			55.000%	<= 80.00%	
Months Reserves	Greater Than Or Equal	6			32	>= 6	

Other rules based on exception request

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



Seller Submit Lock with Approved Exception

- 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

Exception Approved NEX App

NEX ID: 22Z-U4V Not Locked

Loan Type* First Lien US Citizen Bank Stmt: 12 Mo. Business Purpose* Purchase First Time Homebuyer Occupancy* Primary Property Type* SFR

Appraised Value* \$ 4,000,000 Purchase Price* \$ 4,000,000 First Lien Amount* \$ 2,200,000 LTV 65 % Secondary Financing* None

State* CA County* Contra Costa County FICO* 755 No FICO DTI* 32 % Months Reserves 32

Mortgage Lates* 0x30x24 Bankruptcy* None Foreclosure* None Deed-in-Lieu* None Short Sale* None Escrows* Yes Temporary Buydown* None

Get Price

Income* \$ Property Expenses* \$ Liabilities* \$ 0 Reserves* \$ Household Size*

Get Qualified Price [What is Qualified Price ?](#)

Eligible Products

Select all Fixed 30 Yr. Fixed

Select all Arm 5 Yr. ARM 7 Yr. ARM

Amortizing Type Fully Am Lock Period 30 Investor/Lender All Program All Show Best per Investor/Lender

Search Rate 100,000 Price Points Exclude From Price

Request Exception View Ineligible Products

Rate	Lock Period	Price	Product	Investor/Lender Program	P&I PMT	Eligibility Q&A	Scenario Details	Next Steps
6.500%	30 Days	101.250 \$27,500.00	30 Yr. Fixed	e Sample Investor Alps	\$13,905.49			Register Loan Lock Request

Seller Post-Lock Exception Visibility and Modification Handling



Lock Approved

NEX ID: 22Z-U4V Locked Scenario Details Lock Ticket Cancel Lock Extension Modification

Program Exception(s)

Transaction Summary

Product and Pricing **Eligibility Waived**

Investor Name	Sample Investor
Loan Type	First Lien
Program Name	Alps
Mortgage Product Description	30 Yr. Fixed
Rate	6.500%
Price	101.250
Lock Period	30

ARM Margin and Cap

Index, Margin	
FPA/Cap/Life	

Lock Information

Investor Name	Sample Investor
Lock Date	9/02/2025 12:33:30 PM
Expiration Date	
Extension Days	0
Extension Count	0
Re-lock Count	0

Lien Amounts & Ratios

First Lien Amount	\$2,200,000.00
LTV	55.00 %
CLTV	55.00 %

Input Details

Price Evidence

Eligibility Evidence

Eligibility Evidence

Failed

Fully Am
Last Screened 9/02/2025 12:33:31 PM

State, County, Purpose, Occupancy, Property Type

Credit Attributes	Input	Limit	
First Lien Amount	\$2,200,000.00	\$300,000 - \$1,500,000	⊖
DTI	32.00%	<= 50.00%	✓
CLTV	55.00%	<= 80.00%	✓
LTV	55.00%	<= 80.00%	✓
FICO	755	>= 660	✓
Qualifying Months Reserves	32	>= 6	✓

Payment Information

Actual Payment	Rate	Term	Payment
Qualifying Payment	6.500 %	360	\$13,905.49
	6.500 %	360	\$13,905.49

Program Exception(s)

When All of the following conditions are met

- First Lien Amount is between \$300,000 and \$2,200,000
- DTI is less than or equal to 50.000%
- FICO is greater than or equal to 660
- LTV is less than or equal to 80.000%
- CLTV is less than or equal to 80.000%
- Months Reserves is greater than or equal to 6
- Mortgage Lates is equal to 0x/0x24
- Income Doc is equal to Bank Stmt; 12 Mo. Business
- Escrows is equal to Yes
- Purpose is equal to Purchase
- Occupancy is equal to Primary
- Property Type is equal to SFR
- Citizenship is equal to US Citizen
- Loan Type is equal to First Lien
- Bankruptcy is equal to None

- 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

Buyer/Lender Deny Exception Request

- **Select 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

The screenshot shows a web interface for managing exception requests. At the top, there are tabs for 'Exception Requested' (highlighted with a red box) and 'Buy-Side Pricing'. Below the tabs, the 'NEX ID: 22Z-U7U' is displayed with a 'Not Locked' status. On the right side, there are buttons for 'Activity Log' (highlighted with a red box), 'View Docs', 'Deny' (highlighted with a red box), and 'Lock Actions'. The main section is titled 'Program Exception(s)' and shows 'Program Name: Alps | Fully Am'. Below this, there is a section for 'When All of the following Conditions are met' with an '+ Add Rule' button. A table lists various conditions with their respective values and status indicators.

		From	To	Delete	Inputs	Limits	Status
First Lien Amount	Between	300,000	1,500,000		\$2,200,000	\$300,000 - \$1,500,000	
DTI	Less Than Or Equal	50			24.00%	<= 50.00%	
FICO	Greater Than Or Equal	660			720	>= 660	
LTV	Less Than Or Equal	80			55.000%	<= 80.00%	
CLTV	Less Than Or Equal	80			55.000%	<= 80.00%	
Months Reserves	Greater Than Or Equal	6			24	>= 6	

Other rules based on exception request

Mortgage Lates	Equal	0x30x24	
Income Doc	Equal	Full Doc	

The modal dialog titled 'Deny Exception' prompts the user to enter a reason for denying the request. It contains a text input field with the text 'Non-compliance' and two buttons: 'Cancel' and 'Save' (highlighted with a red box).

Buyer/Lender 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.

Seller: Exception Required for Ineligible Modification (Post-Lock Exception)

Seller User

The Post-Lock Exception process follows the same workflow used for Pre-Lock Exceptions

- Seller locates the Lock Approved Loan in **Pipeline**
- Select **Modification** button
 - Enter new loan terms
 - Reprice the loan
 - If the modification causes the loan to become ineligible, select the **View Ineligible Products** button
 - Select the **Exception Request** button
- Complete Request Exception Form and submit exception

Ineligible Products

Search: Q NonQM14

Sample Investor

		Fail
		Fully Am Last Screened: 3/16/2026 1:11:44 PM
		Request Exception
Program Attributes		
State, County, Purpose, Occupancy, Property Type ✓		
Credit Attributes		
DTI	40.00%	<= 50.00% ✓
FICO	720	>= 660 ✓
CLTV	87.50%	<= 80.00% ⊖
LTV	87.50%	<= 80.00% ⊖
First Lien Amount	\$1,750,000.00	\$300,000.00 - \$1,500,000.00 ⊖
Front-End DTI	40.00%	✓

- **If the exception is approved, one of two actions must occur:**
 - Seller submits modification on approved exception parameters and Buyer/Lender approves modification
 - OR -
 - Buyer/Lender may approve exception and modify the lock directly
- **If denied**, the loan remains locked with the original lock terms

Buyer/Lender: Lock Modification Exception Review and Decisioning (Post-Lock Exception)

The Post-Lock Exception process follows the same workflow used for Pre-Lock Exceptions

- Exception Request notification email, a hyperlink in the email will route the User directly to the loan
- Select loan from the Exception queue
- Review request details on the **Exception Requested** tab
 - Select **View Changes** button to see comparison view showing the current lock terms and requested changes
- Evaluate the request
 - Configure exception rules
 - Use the **Buy-side Pricing** tab to verify exception rules before approving
- Decision (Approve, Deny)

Activity Log

Lock Approved | **Exception Requested** | Buy-Side Pricing | Sell-Side Pricing

NEX ID: 233-KTH | Locked | Lock Ticket | **View Changes** | Approve | Deny | Lock Actions

Program Exception(s)

Program Name: NonQM14 | Fully Am

When: All of the following Conditions are met: + Add Rule

	Lock	Requested
Identifiers		
Originator Loan Number		
Input Details		
First Lien Amount	\$1,500,000.00	\$1,750,000.00
LTV	75.00 %	87.50 %
CLTV	75.00 %	87.50 %
Combined Loan Amount	\$1,500,000.00	\$1,750,000.00

- **If the exception is approved**, one of two actions must occur:
 - Seller submits modification on approved exception parameters and Buyer/Lender approves modification
 - OR -
 - Buyer/Lender may approve exception and modify the lock directly
- **If denied**, the loan remains locked with the original lock terms

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. This can be done with original pricing, or during post-lock modifications.
- **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/Lender 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. **If approved, lock against the approved exception.**
- **My request was denied. Can I resubmit?**
 - Yes. Denied requests can be revised and resubmitted. All prior exception request responses will prepopulate for faster completion.

FAQ – Buyer/Lender 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. For post-lock exceptions denials, the loan will revert to the original locked loan.
- **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.

FAQ – Buyer/Lender 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 buy-side 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?**
→ Yes. Sellers can request exceptions from the Transaction Summary page or from the Ineligible Products window when submitting a modification outside of eligibility. Post-lock exceptions flow into the same process used for pre-lock exceptions. If approved, the loan must be re-locked with the updated exception terms. If denied, the original lock remains.

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