



**LoanNEX Encompass Retail LO
Extension Request User Guide
April 7, 2026**

Access Loan from LoanNEX Pipeline

LO User

- Login to LoanNEX
- Go to the **Pipeline**
- Select the **NEX ID** of loan

The screenshot shows the LoanNEX Pipeline interface. At the top, there is a navigation bar with 'LoanNEX' logo, a 'Pipeline' button (highlighted in red), and 'Guidelines' link. On the right, there are buttons for 'Upload Loan', 'Add Scenario', and a search icon, along with the user name 'GoldBridge LO'. Below the navigation bar, there is a search bar with 'Pipeline' and a search icon. A 'View Activity Reports' button is on the right. The main content area shows a 'Pipeline' tab with 'Active' status. There is a search input field with the placeholder 'Enter name of new search' and a 'Your Searches' dropdown. Below the search bar, there are filter icons and a 'Results 1-25 of 103' indicator with a 'show 25' dropdown and a 'Page 1 of 5' indicator. The main table displays the following data:

	NEX ID Portfolio	Borrower Entered Date	Location Property Type	Purpose Occupancy	NEXscore Amount	Product Amortization	Rate Points	Originator Loan Officer	Exchange Status
<input type="checkbox"/>	233-PUO	Test, Lilly 4/1/2026	houston, CA SFR	Purchase IP	D4- \$700,000	30 Yr. Fixed		Gold Bridge GoldBridge LO	Lock Approved
<input type="checkbox"/>	233-PMD	Smith, Borrower 3/31/2026	Anderson County , TN SFR	Purchase PR	F6+ \$600,000	30 Yr. Fixed IO		Gold Bridge GoldBridge LO	Lock Approved

Extension Request

LO User

- Select the **Extension** button
- Select the number of days extension needed from the **Extend (days)** drop-down
- Select the **Request Extension** button

The screenshot displays a web application interface for a mortgage loan. At the top, there is a navigation bar with a 'Lock Approved' tab, a 'NEX ID: 233-PMD' label, and a 'Locked' status. Below this are buttons for 'Scenario Details', 'Lock Ticket', 'Extension' (highlighted with a red box), and 'Modification'. The main content area is titled 'Transaction Summary' and is divided into several sections: 'Product and Pricing', 'ARM Margin and Cap', 'Lock Information', and 'Lien Amounts & Ratios'. Each section contains a list of fields and their corresponding values. A modal dialog box titled 'Extension' is open in the center, featuring a close button (X), a dropdown menu for 'Extend (days)' with the value '3' selected (highlighted with a red box), and two buttons: 'Cancel' and 'Request Extension' (highlighted with a red box). The background content is dimmed.

Product and Pricing		Requested On	
Investor Name	Gold Bridge	Company Name	Gold Bridge
Loan Type	First Lien	Users Full Name	GoldBridge LO
Program Name	Series F: Alps	Requested On	3/31/2026 12:17:52 PM
Mortgage Product	30 Yr. Fixed IO (10 Yr. IO)	Approved on	Gold Bridge
Rate			GoldBridge Retail Secondary Admin
Price			3/31/2026 1:11:25 PM
Lock Period			

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

Lock Information	
Investor Name	
Lock Date	
Expiration Date	
Extension Days	
Extension Count	
Re-lock Count	

Lien Amounts & Ratios	
First Lien Amount	\$600,000.00
LTV	75.00 %
CLTV	75.00 %

Borrower Smith
789 Main Street, Anderson County, TN
37705

Submit a Case to LoanNEX Support

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