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INTRODUCTION



EPIC is a comprehensive, web-based platform that will guide a user through every step of the loan origination process. The EPIC platform simplifies the user experience through built-in features including terminology definitions and automatic data validation to ensure the files is complete. Immediate support is always available via our Ambassador Sales Support Team, just email Ambassador@houseloan.com

LOGGING INTO EPIC

- Using Google Chrome as your browser, go to https://corncb b.epicxpress.com/Default.aspx
- Enter the credentials provided to you.
- Click "LOG IN".

LOG IN

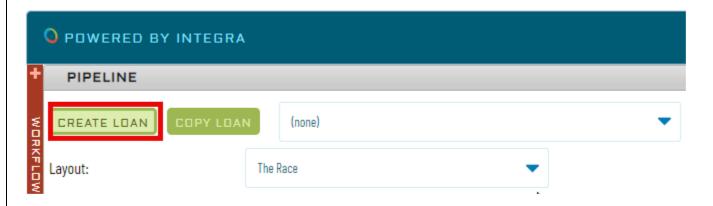
Please enter username and password

ACCOUNT INFORMATION

Cornerstone ID:		
User Name:		
		*
Password:		
		*
Remember me		
	LOG II	N

CREATING A LOAN

• Click "CREATE LOAN" button at the top left corner of the dashboard.



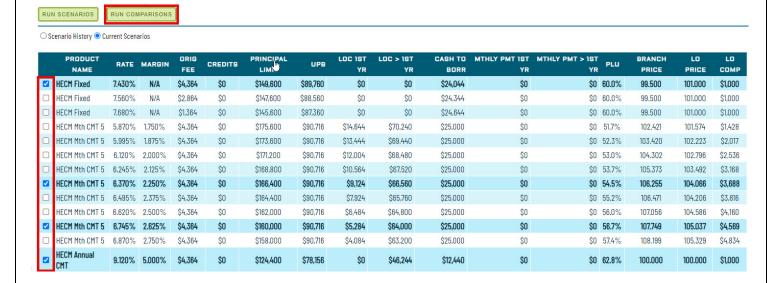
- Input the following data points to run a scenario:
 - o Estimated Appraised Value
 - o State where property is located.
 - Youngest Borrower Date of Birth
 - Loan Purpose Refinance, Purchase or HECM to HECM
 - Amount of any existing Liens or Payoffs
 - o Purchase Price (Purchase Only)
 - o Targeted cash amount borrower is interested in taking at closing. If they want to take all of their available funds, check the "Max" check box.
 - o Please note that the "other closing costs" amount will populate based on a state specific template.
- Click "Run Scenarios" Button.

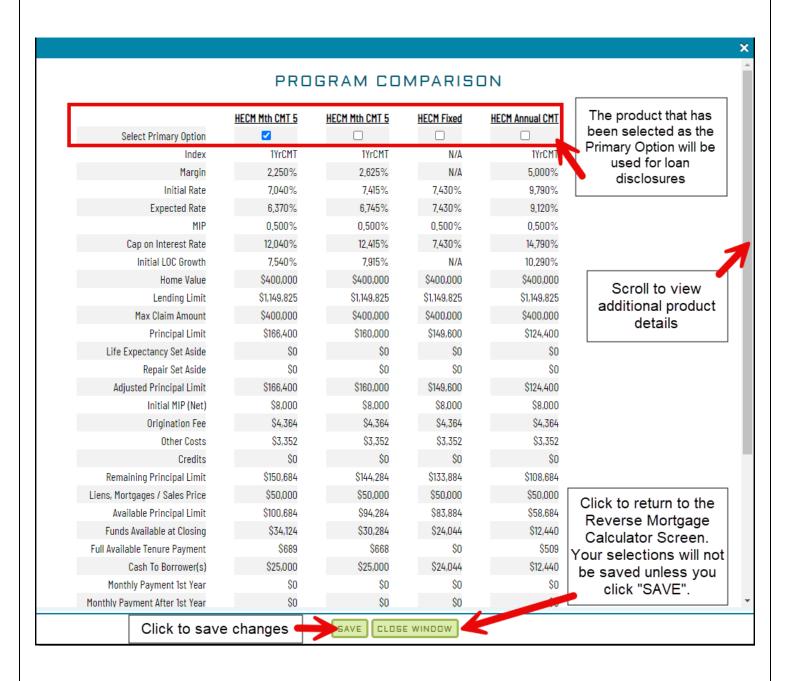
REVERSE MORTGAGE CALCULATOR



The pricing grid displays the current product options available and current market pricing.

- Select up to Four products that you would like to display in a side-by-side comparison. The products will load left to right in the comparison in the order that you select them.
- You must select a minimum of one Monthly ARM option, one Annual ARM option and one Fixed rate option.
- Click the "Run Comparisons" button once you have selected the products you would like displayed in a side-by-side comparison.







EPIC has a built-in glossary at the Comparison stage. This allows users to understand Reverse Mortgage terms and be able to educate Borrowers on what the Comparison Screen Numbers mean. Simply hover your cursor over a term on the left and a short description will appear.

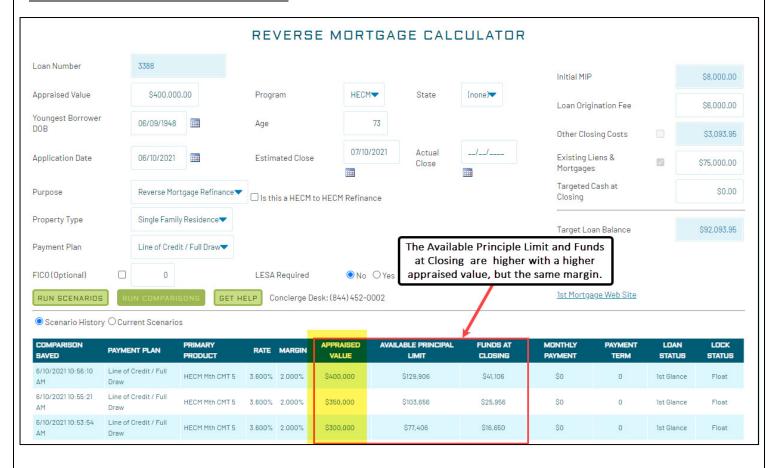
	PRICING AT A GLANCE						
	HECM Fixed	HECM Fixed	HECM Annual	HECM Annual			
Select Primary Option	✓						
Index	N/A	N/A	1YrLIB0R	1YrLIB0R			
Margin	N/A	N/A	2.375%	2.400%			
Initial Rate	3.560%	3.810%	2.733%	2.758%			
Expected Rate	3.560%	3.810%	3.075%	3.100%			
MIP	0.500%	0.500%	0.500%	0.500%			
Cap on Interest Rate	3.560%	3.810%	7.733%	7.758%			
Monthly Servicing Fee	\$0.00	\$0.00	\$0.00	\$0.00			
Initial LOC Growth	N/A	N/A	3.233%	3.258%			
Home Value	\$460,000	\$460,000	\$460,000	\$460,000			
Lending Limit	\$765,600	\$765,600	\$765,600	\$765,600			
Max Claim Amount	\$460,000	\$460,000	\$460,000	\$460,000			
The Lower of Appraised	The Lower of Appraised Value and Lending Limit, which will be used for Principal Limit Calculations. 960						
Servicing Fee Set Aside	\$0	\$0	\$0	\$0			

UNDERSTANDING THE REVERSE MORTGAGE CALCULATOR



There are three factors that determine the amount your Borrowers can expect from their loan: the home's **appraised value**, the **expected rate**, and the **age of the Borrower**. The appraised value and expected rate can be modified and will change the amount the Borrowers can expect to receive from the loan.

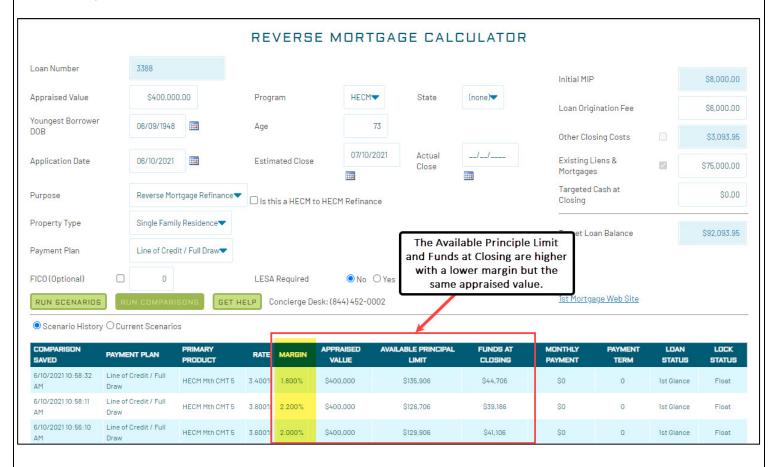
CHANGING THE APPRAISED VALUE:



CHANGING THE EXPECTED RATE:

The Expected Rate is determined by the interest rate or margin that you select and is one of the three components used in the PLF calculation that determines how much equity a borrower has access to through a HECM loan.

- For Fixed Rate loans, the rate that you select sets the Expected Rate used in the borrower PLF calculation.
- For ARM Loans, the Expected Rate is set by adding the Margin to the current week's 10 Year CMT Index. For Example, if the Margin is 2.5% and the current Index is 4.25% the Expected Rate will be 6.75%.

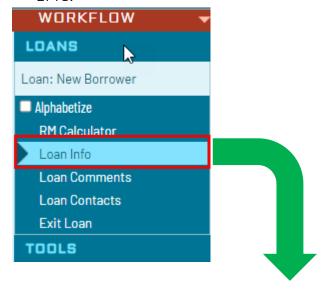


ENTERING LOAN INFO INTO THE WATERFALL



The Waterfall is where you add, and update loan information used to construct the Senior Analysis and Application. Completing the Waterfall with accurate information is CRITICAL.

In the "Workflow" menu to the left of the screen, select "Loan Info" to move into what is known as the "Waterfall" within EPIC.



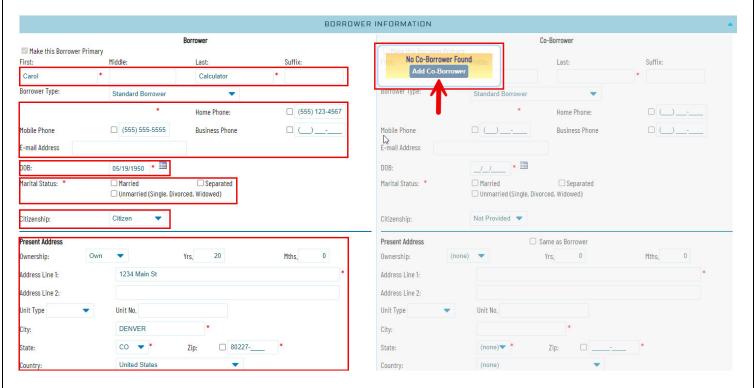
Select Application: New Borrower



Open each section of the Waterfall by clicking your mouse into the blue bar for the section you wish to expand.

COMPLETING THE WATERFALL BORROWER INFORMATION

- Input the borrower's name, phone number and e-mail address, Date of Birth (DOB), Marital Status, Citizenship, and their present address, including the ownership status and years owned.
- If there is a co-borrower or a non-borrowing spouse, click the "Add Co-borrower" button.
- Input the co-borrower or non-borrowing spouse data.



SUBJECT PROPERTY

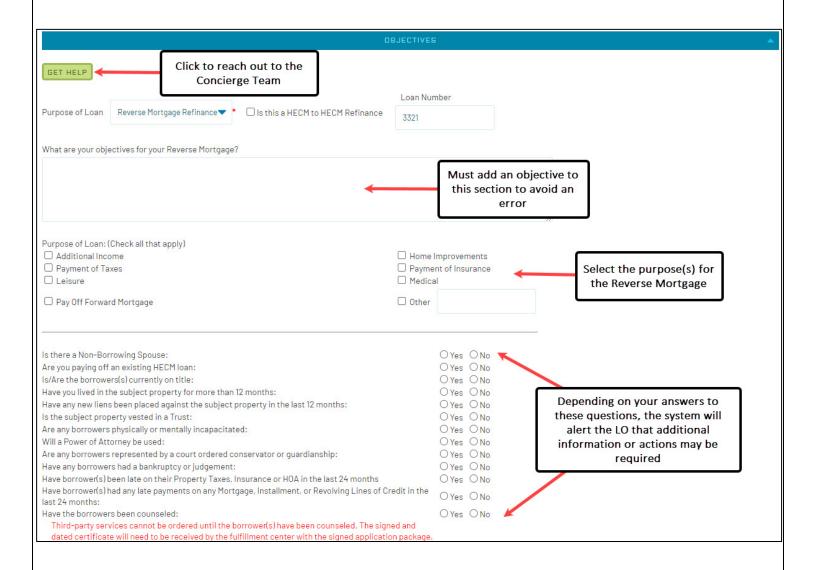
If your loan is a refinance, this screen will auto populate using the address from the Borrower Information section.

- If the transaction is a purchase, complete using the subject property address. Please note, you cannot use a TBD property address for a reverse mortgage application.
- Select the property type from the drop down.



OBJECTIVES

Complete with information obtained from your Borrowers about why they are seeking a Reverse Mortgage and answer preliminary questions required to properly construct the loan application package.



The questions in the Objectives screen help alert you to situations that could require additional steps or documentation to be obtained. Epic will alert you with a comment in RED if there is more information that you should know and understand before you proceed.

Is there a Non-Borrowing Spouse:	O Yes O N	No
Are you paying off an existing HECM loan:	○ Yes ○ N	No
	● Yes ○ N	No
Have you lived in the subject property for more than 12 months:	○ Yes ○ N	No
Please see Underwriting Guide for Occupancy/Seasoning guidelines.		
	● Yes ○ N	No
Please see Underwriting Guide for Seasoning guidelines for Non-HECM liens.		
Is the subject property vested in a Trust:	● Yes ○ N	No
A full copy of the signed and notarized trust agreement and all amendments will be required. See		
underwriting guide for additional requirements regarding trust agreements.		
Are any borrowers physically or mentally incapacitated:	O Yes O N	Vo
Will a Power of Attorney be used:	Yes O N	Vo
A Signed and Notarized Durable POA must be provided. Please see Underwriting Guide additional requirements for POA.		
Are any borrowers represented by a court ordered conservator or guardianship:	O Yes O N	No
Have any borrowers had a bankruptcy or judgement:	○ Yes ○ N	No
Have borrower(s) been late on their Property Taxes, Insurance or HOA in the last 24 months	Yes ○ N	No
A LESA may be required if an Extenuating Circumstance and Supporting Documentation can't be provided. See Underwriting Guide for additional information regarding Life Expectancy Set Aside (LESA).		
Have berrowed a had any late neverants on any Martagae Installment, or Davelving Lines of Credit in the	<u></u>	
last 24 months:	O Yes ○ N	No
A LESA may be required if an Extenuating Circumstance and Supporting Documentation can't be provided. See Underwriting Guide for additional information regarding Life Expectancy Set Aside (LESA).		
1	O Yes O N	No
Third-party services cannot be ordered until the borrower(s) have been counseled. The signed and dated certificate will need to be received by the fulfillment center with the signed application package.		



The red text doesn't mean that the HECM cannot proceed, but alerts LO's and their Borrowers of potential hurdles that may need to be addressed. You can reach out to the Ambassador Sales Support Team at any time to discuss additional information provided on this screen Ambassador@houseloan.com.

FINANCIAL ANALYSIS



The Financial Analysis section is **CRITICAL** to ensuring your Borrower can be financially approved for a Reverse Mortgage. It is also important to fill this out to construct the loan to fit your Borrower's objectives and financial situation.

FINANCIAL ANALYSIS RESIDUAL INCOME ANALYSIS Total Monthly Income from all sources (Employment, Retirement, Disability etc.) \$2,500.00 Total Monthly Property Charges - Subject Property (Taxes, Insurance, HOA) *MINUS* \$350.00 \$0.00 Total Monthly Property Charges - All Additional Properties Owned (Mortgage, Taxes, Insurance, HOA) *MINUS* \$200.00 Total Monthly Expenses (Credit, Revolving, Installment) *MINUS* 1750 Sq Ft *MINUS* \$245.00 Subject Property Square Feet Total Current Assets (Checking, Savings, Investment) NOTE - ALL ASSETS ARE SUBJECT TO VERIFICATION \$1,705.00 *EOUALS Total Monthly Residual Income Total Number of Persons in the Household \$589.00 1 Monthly Required Residual \$1,116.00 Monthly Residual Income Difference

Upon completing the fields above, you will have a **green** or **red** amount in the Monthly Residual Income Difference field. This is your Borrower's residual income.

- RED amounts indicate a residual income shortfall and will need to be addressed.
- GREEN amounts indicate a satisfactory residual income.



If shortfalls exist after completing this section, reach out to the Ambassador Sales Support Team to discuss possible options to overcome them. This screen is not meant to approve or deny the loan, but to help illustrate and understand the borrower's financial picture Ambassador@houseloan.com.

SENIOR ANALYSIS

A Senior Analysis package needs to be created and provided to the borrower as part of your preliminary conversations. It contains visual illustrations of how a reverse mortgage loan would work for them and provides them with a list of counseling agencies to work with if they are interested in moving forward. All borrowers, non-borrowing spouses and POA's will need to participate in a mandatory counseling session. This should be done during or prior to the application process. A fully executed copy of the counseling certificate will be required before any third-party vendor services can be ordered. Additionally, the Senior Analysis package contains a Borrower Homework checklist that will help the borrower gather and organize their personal documentation to prepare for the loan application step.

In EPIC, if required information is missing or is incomplete, you will not be able to generate a Senior Analysis package unless all required fields have been completed. EPIC tells you where to go within the Waterfall as well as which field(s) require attention:

SENIOR ANALYSIS

PRINT SENIOR ANALYSIS

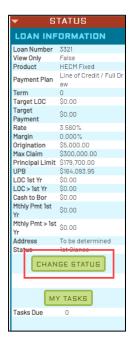
The following fields must be completed before you can Request a Proposal:

Waterfall Field

Loan Status You must change the Status to Senior Analysis before requesting a Proposal

Objectives What are your objectives for your Reverse Mortgage?

• You also must change the status of your loan to request the Senior Analysis by expanding the right "STATUS" menu and select "Senior Analysis" and click "SAVE".



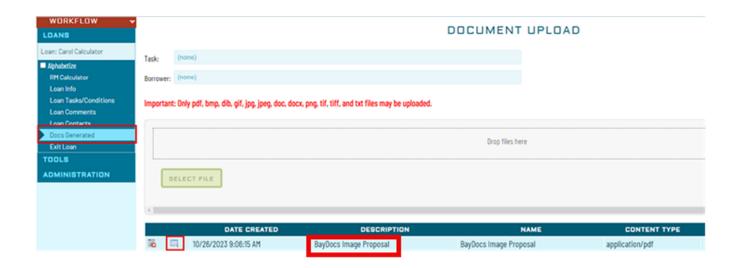


Once everything has been entered into EPIC correctly and completely you will see an overview of the selections and information entered. Review to confirm that this information is correct before clicking the "Print Senior Analysis" button to order the Senior Analysis doc package.

a de la companya de					SENIOR ANALYSIS
PRINT SENIOR	R ANALYSIS				
Proposal Saved	8/22/2023 12:35:00 PM			Initial MIP	\$8,000
Appraised Value	\$400,000			Loan Origination Fee	\$6,000
Youngest Borrower DOB	8/22/1961	Age	62	Other Closing Costs	\$3,352
Application Date	8/22/2023	Estimated Close	9/21/2023	Existing Liens & Mortgages	\$110,000
Purpose	RM Refi	Actual Close	Not Set	Sales Price	\$0
Property Type	SFR			Targeted Cash at Closing	\$20,000
Payment Plan	Line of Credit / Full Draw			Target Loan Balance	\$147,352

	HECM Mth CMT 5	HECM Mth CMT 5	HECM Fixed	HECM Fixed
Primary Option	Yes	No	No	No
Index	1YrCMT	1YrCMT		
Margin	2,750%	3,000%	N/A	N/A
Initial Rate	8,110%	8,360%	6,990%	6,810%
Expected Rate	7,000%	7,250%	6,990%	6,810%
MIP	0,500%	0,500%	0,500%	0,500%
Cap on Interest Rate	13,110%	13,360%	6,990%	6,810%
Monthly Servicing Fee	\$0,00	\$0,00	\$0,00	\$0,00
Initial LOC Growth	8,610%	8,860%	0,000%	0,000%
Home Value	\$400,000	\$400,000	\$400,000	\$400,000
Lending Limit	\$1,089,300	\$1,089,300	\$1,089,300	\$1,089,300
Max Claim Amount	\$400,000	\$400,000	\$400,000	\$400,000
Principal Limit	\$124,800	\$120,400	\$124,800	\$128,800
Servicing Fee Set Aside	\$0	\$0	\$0	\$0
Life Expectancy Set Aside	\$0	\$0	\$0	\$0
Repair Set Aside	\$0	\$0	\$0	\$0
Adjusted Principal Limit	\$124,800	\$120,400	\$124,800	\$128,800
Initial MIP	\$8,000	\$8,000	\$8,000	\$8,000
Origination Fee	\$6,000	\$6,000	\$3,000	\$6,000
Other Costs	\$3,352	\$3,352	\$3,352	\$3,352

To retrieve the Senior Analysis doc package, open the Docs Generated screen from the Workflow panel on the left side of the screen. You will see the "BayDocs Image Proposal" package listed in the log. Click on the viewer button to open the PDF document package. The package can be saved and emailed to your borrower, or you can print and mail it. As a reminder, the borrower must be provided with a Senior Analysis package prior to them receiving an application package.



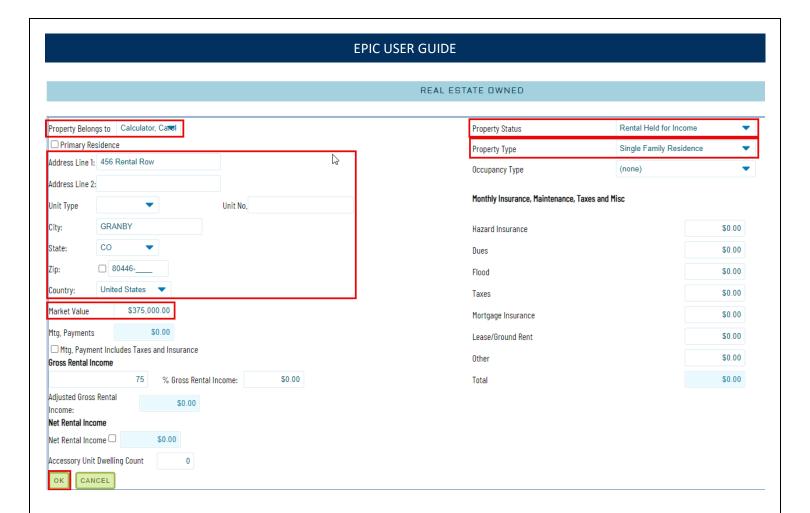
REAL ESTATE OWNED

The Borrower's current residence from the Borrower Information screen will flow into the Real Estate Owned section. If the borrower owns any additional properties, you will need to add them here.

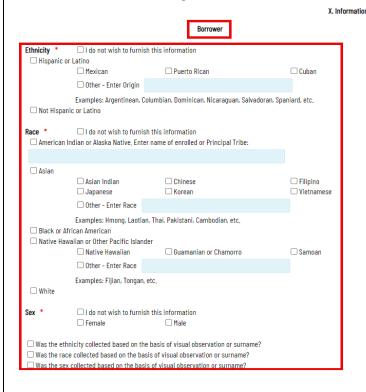
• To add additional properties, click the Green "Add" Button.

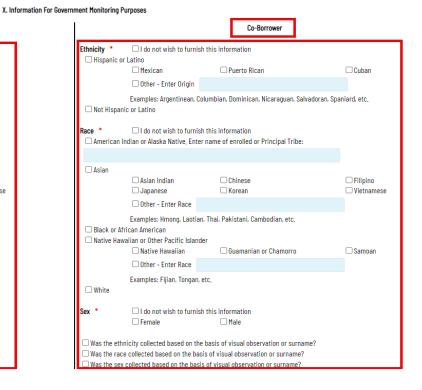


- Once the new window opens, select the borrower or borrowers that own the property.
- Input the property address.
- Input the Market Value.
- Select the Property Status, i.e. Retained, Retained for Income, Pending Sale etc.
- Select the Property Type.
- Click "OK" button to save.



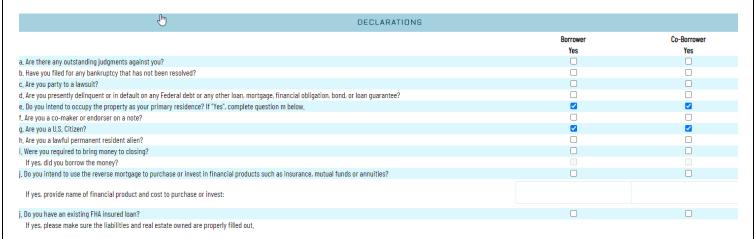
GOVERNMENT MONITORINGComplete the Ethnicity, Race and Sex sections of the government monitoring sections for all borrowers based on their specific information.





DECLARATIONS

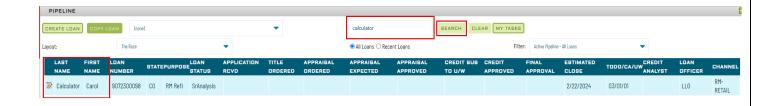
Complete the declarations questions for each borrower.



REQUEST APPLICATION

When the Borrower is ready to move forward with a loan application you can generate an application package within Epic.

Locate the loan record that was created when the Senior Analysis package was generated. Type the borrower's name or loan number into the search box at the top of the Dashboard to locate your loan record. Double click on the loan record to open it.



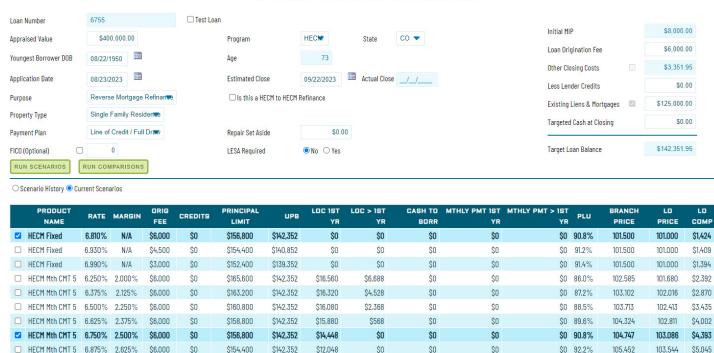
- In the Reverse Mortgage Calculator screen, review all initial factors to ensure that nothing needs to be updated.
- In the Scenario History section of the Reverse Mortgage Calculator, you can see the scenario that was used when the Senior Analysis package was generated.

REVERSE MORTGAGE CALCULATOR

☐ Test Loan 9072300098 Loan Number \$8,000.00 Initial MIP \$400,000.00 HEC₩ co 🔻 Program Appraised Value \$6,000.00 Loan Origination Fee Youngest Borrower DOB 05/19/1950 \$3,351.95 Other Closing Costs 01/23/2024 Actual Close __/_/ **Application Date Estimated Close** 02/22/2024 Less Lender Credits \$0.00 Purpose Reverse Mortgage Refinance ☐ Is this a HECM to HECM Refinance \$50,000.00 Existing Liens & Mortgages Single Family Residence Property Type Targeted Cash at Closing \$25,000.00 Line of Credit / Full Draw Repair Set Aside Payment Plan 0 LESA Required ● No ○ Yes FICO (Optional) Scenario History Scenario History Current Scenarios COMPARISON AVAILABLE PRINCIPAL LOAN APPRAISED FUNDS AVAILABLE AT MONTHLY PAYMENT LOCK PAYMENT PLAN RATE MARGIN SAVED PRODUCT VALUE CLOSING PAYMENT TERM STATUS STATUS Line of Credit / Full \$100,684 1/23/2024 3:41:40 PM HECM Mth CMT 5 \$400,000 \$34,124 \$0 0 6.370% 2.250% SrAnalysis Float 12/13/2023 5:24:39 Line of Credit / Full HECM Mth CMT 5 6.065% 1.875% \$400,000 \$105,484 \$37,004 SrAnalysis Float

Run and save a new scenario so that the Application Package uses the current days product and pricing options.

REVERSE MORTGAGE CALCULATOR



☐ HFCM Mth CMT 5 6.875% 2.625%

✓ HECM Mth CMT 5 7.000% 2.750%

☐ HECM Mth CMT 5 7.125%

☐ HECM Mth CMT 5 7.250%

HECM Annual

\$6,000

\$6,000

\$6,000

\$6,000

\$6,000

2.875%

3.000%

9.250% 5.000%

\$0

\$0

\$0

\$0

\$154,400

\$152,400

\$150,400

\$148,400

\$119,600

\$142,352

\$142,352

\$142,352

\$142,352

\$119,600

\$12,048

\$10.048

\$8,048

\$6,048

\$0

\$0

\$0

\$0

\$0

\$0

\$0

\$0

\$0

(\$22,752)

\$0

\$0

\$0

\$0 92.2%

\$0 93.4%

ŚN 94.6%

\$0 95.9%

\$0 100.0%

105.452

105.687

106,110

106.251

100.000

103.544

103,697

103.972

104.063

100.000

\$5,045

\$5,263

\$5,654

\$5,784

\$1,000

• Review the Program Comparison screen to ensure that the product you want the loan application documents to use for disclosure purposes is selected as the Primary Option. Once that is correct, click the Save button at the bottom of the Comparison.

7

PROGRAM COMPARISON

	HECM Mth CMT 5	HECM Mth CMT 5	HECM Fixed	HECM Annual CMT
Select Primary Option	✓			
Index	1YrCMT	1YrCMT	N/A	1YrCMT
Margin	2,250%	2,750%	N/A	5,000%
Initial Rate	7,040%	7.540%	7.430%	9,790%
Expected Rate	6,370%	6,870%	7.430%	9,120%
MIP	0.500%	0,500%	0.500%	0,500%
Cap on Interest Rate	12,040%	12,540%	7.430%	14,790%
Initial LOC Growth	7.540%	8,040%	N/A	10,290%
Home Value	\$400,000	\$400,000	\$400,000	\$400,000
Lending Limit	\$1,149,825	\$1,149,825	\$1,149,825	\$1,149,825
Max Claim Amount	\$400,000	\$400,000	\$400,000	\$400,000
Principal Limit	\$166,400	\$158,000	\$149,600	\$124,400
Life Expectancy Set Aside	\$0	\$0	\$0	\$0
Repair Set Aside	\$0	\$0	\$0	\$0
Adjusted Principal Limit	\$166,400	\$158,000	\$149,600	\$124,400
Initial MIP (Net)	\$8,000	\$8,000	\$8,000	\$8,000
Origination Fee	\$4,364	\$4,364	\$4,364	\$4,364
Other Costs	\$3,352	\$3,352	\$3,352	\$3,352
Credits	\$0	\$0	\$0	\$0
Remaining Principal Limit	\$150,684	\$142,284	\$133,884	\$108,684
Liens, Mortgages / Sales Price	\$50,000	\$50,000	\$50,000	\$50,000
Available Principal Limit	\$100,684	\$92,284	\$83,884	\$58,684
Funds Available at Closing	\$34,124	\$29,084	\$24,044	\$12,440
Full Available Tenure Payment	\$689	\$661	\$0	\$509
Cash To Borrower(s)	\$25,000	\$25,000	\$24,044	\$12,440
Monthly Payment 1st Year	\$0	\$0	\$0	\$0
Monthly Payment After 1st Year	\$0	\$0	\$0	\$0

SAVE

CLOSE WINDOW

• Open the "Loan Info" screen in the Workflow panel on the left side of the screen. Review all sections of the waterfall to ensure that all sections have been completed and that no information needs to be updated.



- Open the "Request Application" section of the Waterfall to generate application documents.
- If there are any error messages or missing information, you will need to clear these issues prior to generating an application package.



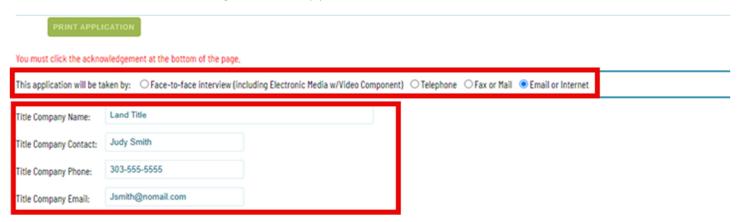
You must change the status of the loan to "App Out" before you can generate an application package.

- Click the "Change Status" button in the Status panel on the right side of the screen.
- Select "App Out" from the list of statuses and click the "Save" button.



Open the Request Application section of the waterfall again. Once all error messages have been cleared you may proceed with requesting the application package.

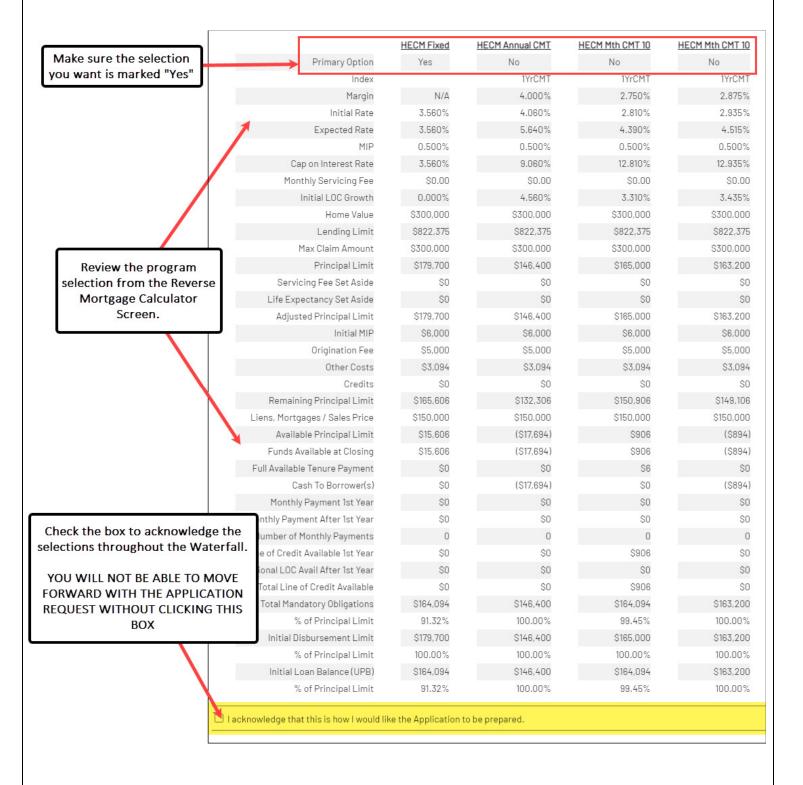
- Select the way the application will be presented to the borrower by clicking the radio button to the left of the applicable option.
- Provide the contact information for the title company that you would like us to order title work from once the signed loan application has been returned.



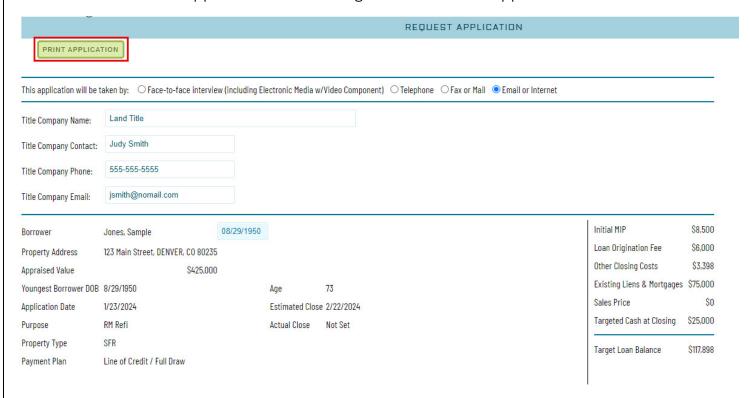
- The Request Application screen displays a summary of the data that was input in the Reverse Mortgage Calculator screen and the latest Comparison that was saved to the loan. Review this information one final time to ensure that it is accurate and to ensure that you have the Primary Option correctly selected for the product that you want to use in the disclosures in the application package.
- Pay specific attention to the Loan Origination Fee. We strongly recommend disclosing
 full origination fee** on all loans. The origination fee displayed will be utilized in the
 Good Faith Estimate (GFE) provided to the borrower as part of the application package.
 Both you and the borrower will be bound to the disclosed amount.
 - **The RM Calculator will automatically calculate the full origination fee based on the Max Claim Amount. This amount can be manually adjusted.



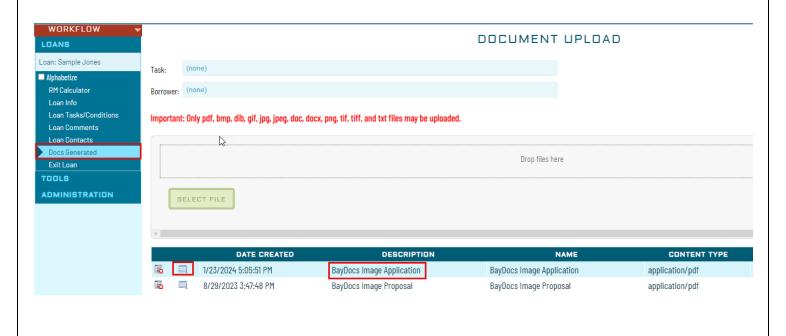
- If there are any changes that need to be made to the fees or products selected, open the RM Calculator and re-run and save a new comparison that accurately reflects the information you wish to disclose.
- Once everything looks good, scroll to the bottom of the screen and click the "I acknowledge" button.



- Scroll back to the top of the screen.
- Click the "Print Application" button to generate the loan application documents.



 To retrieve the Application doc package, open the Docs Generated screen from the Workflow panel on the left side of the screen. You will see the "BayDocs Image Application" package listed in the log. Click on the viewer button to open the PDF document package. The package can be saved and emailed to your borrower, or you can print and mail it.



UPLOADING AN APPLICATION PACKAGE TO THE FULFILLMENT CENTER

Once you have a signed application package, and the Borrower Homework documents that you obtained from the borrower during the application, you are ready to submit your application package to the Fulfillment Center. Epic will accept PDF or Jpeg attachments. You should scan or save the application package and the borrower homework document to a folder on your computer in preparation of uploading the application package.

- Open the loan record in Epic.
- In the Workflow section on the left side of the screen, open the "Loan Tasks/Conditions" screen.
- You will find four LO Tasks, Borrower Info, Financial Assessment Docs, Application Package and Loan Lock.
- The Borrower Info, Financial Assessment Docs, and Application Package tasks will be utilized to submit a new loan to the Fulfillment Center, the Loan Lock task will be utilized later in the loan process.
- These tasks are where you will upload the required documentation that you gathered from the borrower during the application interview.



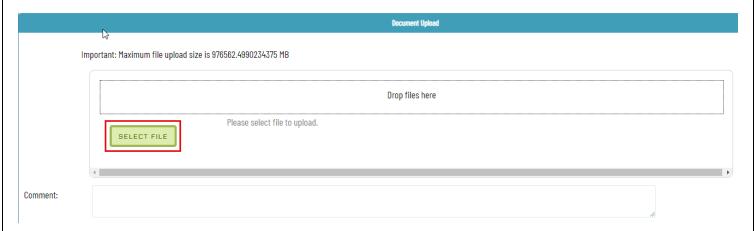
• To Open a task, double click on the task or click on the Edit Icon (Picture with the Pencil).



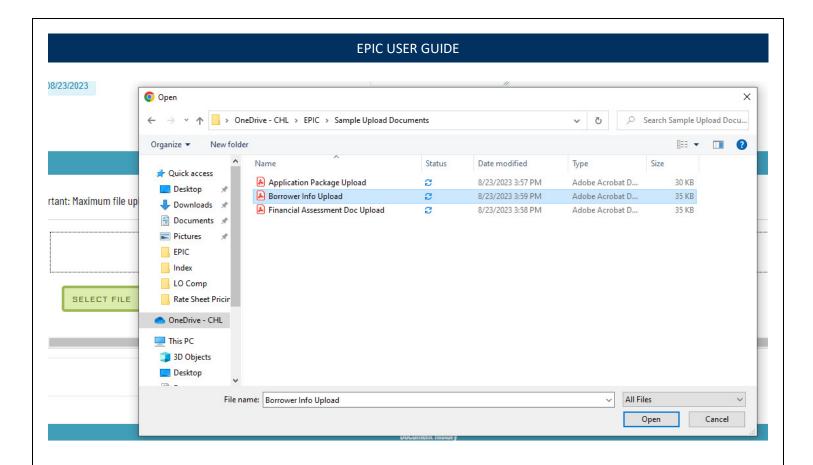
Once the task is opened, you will find a Description box at the top of the task. The
Description outlines the documents that are to be uploaded to this task.

EPIC USER GUIDE Description Attach the Counseling Certificate, Borrower ID's, POA, Trust and Purchase Contract documentation as Condition ID applicable. Please note, we will not be able to setup your loan or order any third party services without a signed, dated counseling cert and copies of the borrower's ID's. Borrower Info Alias Ordered Condition Type Status HISTORY To Be Reviewed Follow-up Date Received Source Loan Contacts Recv Exp Date Assigned to: Reviewed Comment Approved Print on approval letter Effective Date 09/20/2023 Date Created 09/20/2023 MONITOR NOTIFY CANCEL

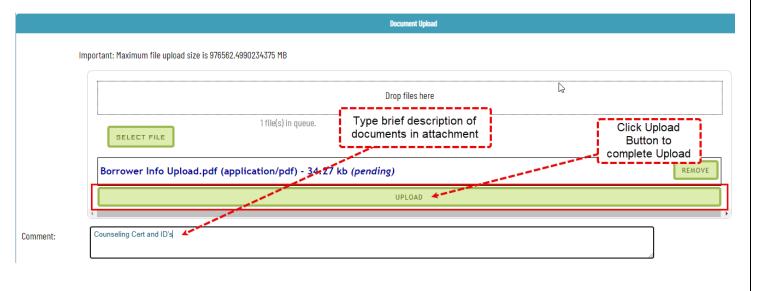
- To upload the documentation, scroll down in the task to the Document Upload section.
- Click the Select File button.



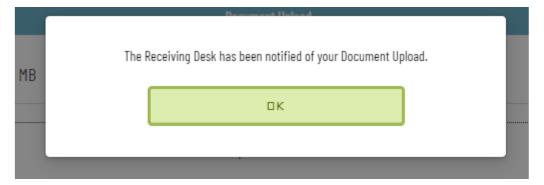
- This will open the folder directory on your computer. Navigate to the folder where you saved the loan application and borrower homework documents.
- Select the file to be uploaded and double click it.



- The document you selected is now ready to be uploaded.
- In the Comment box below the green upload bar, type in a brief description of the documents you are attaching.
- Click the Upload button.



• Once the file has been successfully uploaded you will receive the below notification. If you don't receive this your file did not upload correctly.

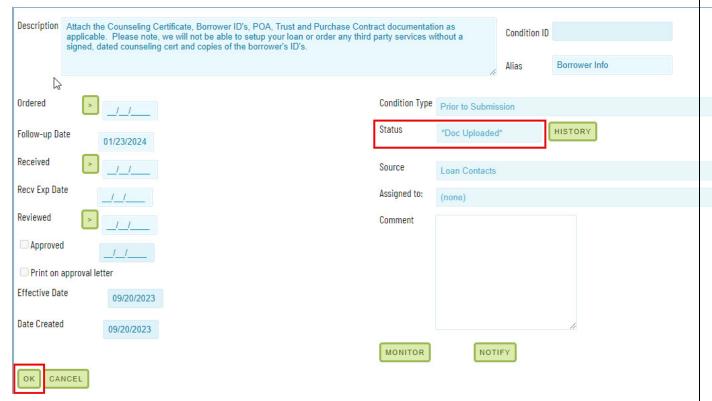


- If you have multiple attachments to upload repeat the steps above for each attachment.
- You can view the attachments in the Document History section of the task. Additionally, you can see any comments that you added to the attachments.
- You can open the attachment by clicking on the View icon with the magnifying glass.



- Once you have uploaded all documents you will need to scroll to the top of the task.
- You will see that the status of the task has automatically updated to "Doc Uploaded". This status change will notify the Fulfillment Center that you have uploaded documents to the loan.

• Click the "OK" button to exit the task.



- Once you exit the specific task you had been working on, you will be directed back to the Loan Tasks/Conditions Screen.
- Open the Financial Assessment Docs and Application Package Tasks and upload the documentation described in task description for each of these tasks.



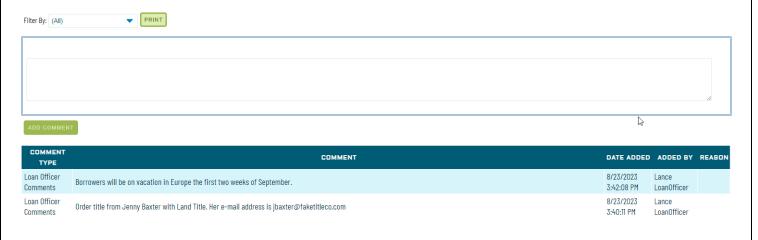
LOAN COMMENTS

Loan comments is a great place to add any general notes or comments to the loan file that will be useful to the Fulfillment Center as they are working with your loan. It will also become a great resource to you during the manufacturing phase of the loan.

- In the Workflow section on the left side of the loan, open the "Loan Comments" screen.
- To add a comment, Select Loan Officer Comments from the Filter By drop down.
- Type your comment in the text box.
- Click the "Add Comment" button to save your comments to the loan.



• Once your comments have been saved to the loan you will be able to see them in the Comments log. The comments you add, and any comments other users add can be viewed here.



THE FULFILLMENT CENTER FLOW

Once all documents have been uploaded and any pertinent comments have been input you will need to Exit the loan. After you Exit the loan, this will trigger a notification to be sent to the fulfillment center alerting them to the fact that you have submitted a new loan.

Once the fulfillment center receives the notification, the loan status will be changed to "Application Received" which will trigger an email notification to you confirming receipt of your loan.

Once the Fulfillment Center has received your loan application package, they will begin ordering third party services and review the application package and borrower homework documents.

Third Party Services:

- o Credit
- o FHA Case Number
- Appraisal
- o Title Commitment
- o Flood Cert

LOAN TASKS / CONDITIONS

The Loan Tasks / Conditions screen in Epic has a series of tasks that allow the Fulfillment Center to track and monitor all aspects of the loan. Tasks are utilized to track and monitor third party services, to review and audit the application package, and to organize and understand the unique documentation provided for each customer as part of the Borrower Homework. This process helps us to hold not only the fulfillment center accountable to our flow and our expectations but provides us with a transparent communications tool that is available to all users at any hour of the day.

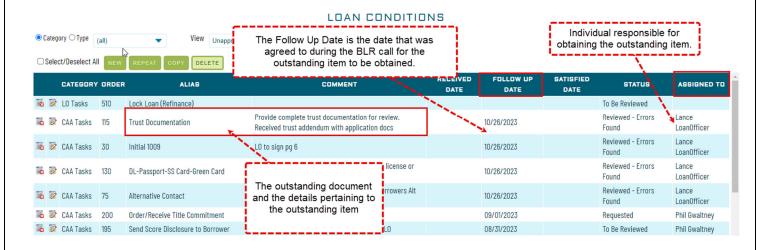
Once the preliminary review of your loan has been completed the Credit Analysis or "CA" will do a cursory review of the borrower's income and asset documentation and credit to confirm the borrower's financial picture as it pertains to financial assessment. Once this is completed and the tasks in Epic have been reviewed and updated based on the loan documentation the CA will schedule a Borrower Loan Review or "BLR" call with the loan officer and the ambassador to review the file, determine if the loan is being submitted to underwriting or if there are pending items needed, and set agreed upon timeframes and expectations for the loan.

 The Loan Tasks / Conditions screen gives a visual needs list within Epic, establishes timeframes and clear accountability for who is responsible for obtaining the outstanding items or performing actions related to the loan.

CATEGORY	ORDER	ALIAS	COMMENT	RECEIVED DATE	FOLLOW UP DATE	SATISFIED DATE	STATUS	ASSIGNED TO
LO Tasks	510	Lock Loan (Refinance)					To Be Reviewed	
CAA Tasks	115	Trust Documentation	Provide complete trust documentation for review. Received trust addendum with application docs		09/01/2023		Reviewed - Errors Found	Lance LoanOfficer
CAA Tasks	30	Initial 1009	LO to sign pg 6		09/01/2023		Reviewed - Errors Found	Lance LoanOfficer
CAA Tasks	130	DL-Passport-SS Card-Green Card	Provide unexpired copy of borrowers drivers license or state ID		09/01/2023		Reviewed - Errors Found	Lance LoanOfficer
CAA Tasks	75	Alternative Contact	Provide complete contact information for borrowers Alt Contact		09/01/2023		Reviewed - Errors Found	Lance LoanOfficer
CAA Tasks	200	Order/Receive Title Commitment	Title commitment ordered with Land Title		09/01/2023		Requested	Phil Gwaltney
CAA Tasks	195	Send Score Disclosure to Borrower	To be mailed to borrower after BLR call with LO		08/31/2023		To Be Reviewed	Phil Gwaltney

BORROWER LOAN REVIEW "BLR"

The Borrower Loan Review or "BLR" is a crucial step to the reverse mortgage process. This call allows the Credit Analyst to review the loan application package with the Loan Officer to go over any additional items that may be needed and for all parties to review and understand the dynamics of the specific loan and set expectations for the loan file. A sales ambassador will participate in the call to provide the loan officer with any necessary sales coaching or support. During the BLR call the initial tasks are reviewed and tasks are assigned to either the LO, LOA or CA to establish who is responsible to obtain any items that are missing or incomplete. Additionally, the timeframe for when these documents can be obtained are set and agreed upon and updated in the Epic Task.



SUBMISSION TO UNDERWRITING

To maximize efficiency, we review the credit documentation separate from the appraisal. This allows the two parts of the file to move and flow at their own pace and not be held up or delayed because we are waiting for documentation. Once the BLR call has been completed and the credit side of the file is ready to be submitted the underwriter will review the file. Any underwriting conditions that are required are input into the Loan Tasks / Conditions screen.

PROPERTY EVALUATION TEAM "PET"

Once an FHA Case Number has been obtained during the initial loan setup process, we will order an FHA appraisal from our AMC. You will be able to track and review the status of the appraisal by using the PET Pipeline options in the "Layout" and "Filter" dropdowns in the dashboard, or by reviewing the PET Tasks in the Loan Tasks / Conditions screen.

Once the appraisal is received from the AMC, it will be submitted to the underwriter for review. Additionally, the appraisal will be logged in FHA Connection to determine if HUD will require a second appraisal. If a second appraisal is required, we will notify the loan officer before a second appraisal is ordered. Once all required appraisals have been reviewed and approved by the underwriter the loan officer will be notified that the appraisal is approved and that the final value has been determined.

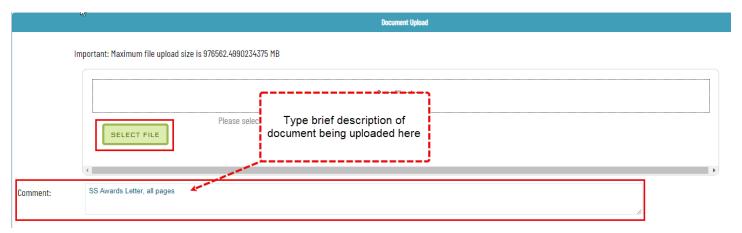
CONDITIONAL LOAN REVIEW "CLR"

The Conditional Loan Review or "CLR" works like the BLR call. Once the loan has been reviewed by the underwriter, the CA will coordinate a CLR call with the loan officer and ambassador to review the loan conditions. This call will give the loan officer the opportunity to review the loan conditions with both the CA and the ambassador so that they have a clear understanding of all loan conditions and what documentation will be required to satisfy the conditions, and the ability to receive any coaching or mentoring support from the ambassador on how to work with the borrower to obtain the required documentation. Additionally, timeframes will need to be established by all parties for when the documentation can be expected to be received.

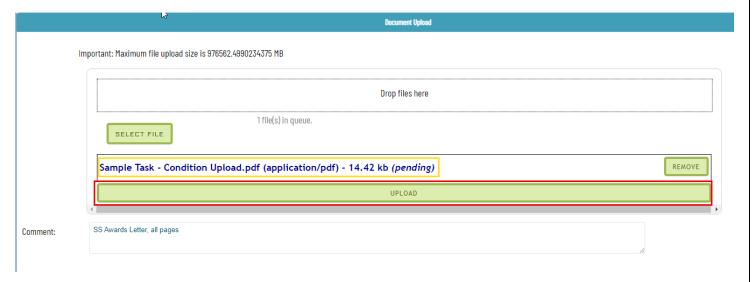
- Once you have obtained additional documentation that needs to be submitted to the CA to satisfy a Task or Condition, you will upload those items inside of the Task.
- Click on the Edit Icon or Double click on the task that you need to open.



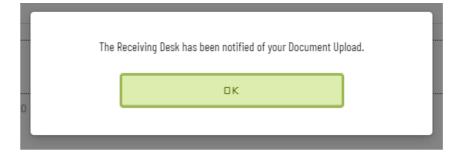
- Once the task opens, scroll down to the Document Upload Section. Click on the Select File button which will open the folder directory on your computer. Locate the correct document and double click it to attach it.
- In the Comment Box, type a brief description of the document.



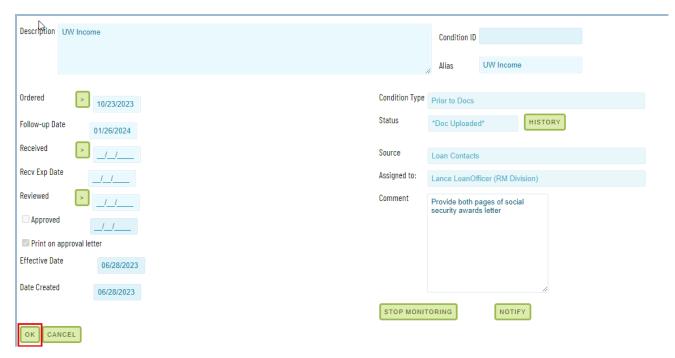
• Click the Upload Button to upload the document to the task.



- Once the attachment is uploaded, you will receive a notification that the document has been uploaded to the task.
- Click OK.



Scroll to the top of the Task and click the "OK" button to save and exit the task.



FINAL APPROVAL

Once the documentation to clear conditions has been received the CA will resubmit the loan to underwriting for final approval. Once the loan has been resubmitted to underwriting the CA will begin to gather the final updates and documentation needed to be able to hand the loan off to the closer in anticipation of the loan being final approved. These updates include final updates to homeowners' insurance, updating the title commitment to reflect the final appraised value and obtaining updated payoffs. Once the loan is final approved in the system you will receive a notification that your loan is eligible to be locked. You will submit your lock request through Epic.

CLEAR TO CLOSE

Once your loan has been final approved the CA will hand the file off to the closer. The closer will do a review of the file to determine if all items required to issue a clear to close "CTC" are in the file. Once a CTC is issued the closer will contact the title company and obtain several date and time options that work for the title company to close the loan. The closer will then contact the loan officer and present these options to get the closing scheduled at a time that will work for the borrower, title company and loan officer.

CLOSING

Once the closing has been scheduled the closer will work with the title company to prepare and balance a HUD-1 and release closing docs to the title company and provide a copy to the loan officer for review prior to closing. If the borrower is required to bring funds to closing, the closer will communicate the final figure to the loan officer as soon as figures are balanced. During the closing our closer is available to answer any questions that the borrower may have.

REQUESTING A LOAN LOCK IN EPIC

Once you are notified that your loan is eligible to be locked, you will need to re-run the RM Calculator. This will pick up current market pricing, the final max claim amount, and incorporate updated fees and payoffs into the comparison so that you can discuss the lock step with the borrower.

As part of the lock step, you will need to determine how the borrower would like to structure access to their funds. If they are selecting an ARM product, they have the option to take their available funds in several ways. They can take a cash draw at closing, set up a Term or Tenure payment plan or leave funds in a line of credit to draw in the future, or a combination of these choices. If they are locking utilizing a Fixed Rate product, they will have to take all available funds at closing. A Fixed Rate loan does not offer a line of credit or Term or Tenure payment option nor does it give the borrower the access to a line of credit. This product option works best for borrowers with large payoffs or for borrowers using the HECM loan to purchase a home.

PAYMENT PLAN OPTIONS FOR ARM LOANS

Line of Credit 1st **Year**: Amount of funds available for the borrower to draw in the first 12 months of their loan.

Cash at Closing: Portion of the 1^{st} year funds that the borrower would like to receive at closing. These funds will be issued to the borrower when the loan disburses.

Term Payment Plan: When borrower structures the monthly amount and number of months that they want to have their available funds disbursed to them.

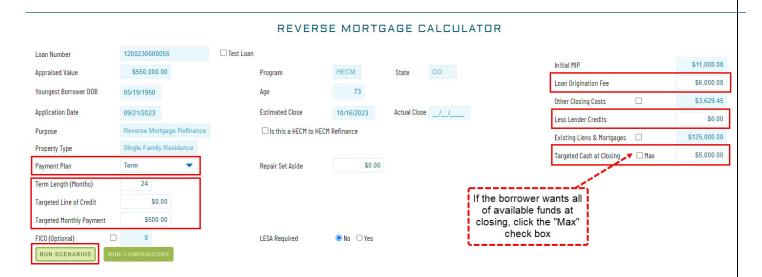
Tenure Payment Plan: When the borrowers available funds are amortized out to a monthly payment for the lifetime of the loan.

Once the loan is eligible to be locked you will lock your loan within EPIC.



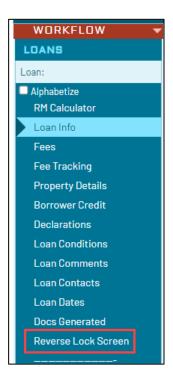
You must return to the <u>Reverse Mortgage Calculator</u> screen to re-select the scenario you wish to lock to obtain current market rates and pricing.

- In the Reverse Mortgage Calculator Screen, review the Loan Origination Fee, Lender Credits, Targeted Cash at Closing and Payment Plan sections.
 - Loan Origination Fee for ARM loan products, the origination fee is part of the revenue payable to the branch and may be adjusted by the loan officer based on borrower needs. For FIXED rate loans the origination fee is NOT payable to the branch and should not be altered.
 - Lender Credits for ARM loan products, the loan officer may opt to give a lender credit to the borrower to reduce their costs. Any lender credits applied will reduce the revenue paid to the branch and may not exceed the borrower's closing costs.
 - o **Targeted Cash at Closing** this is the amount of cash that the borrower would like to receive when their loan funds. If the borrower wishes to take all their available funds at closing, click the "Max" checkbox to have all line of credit funds allocated to the borrower at closing.
 - Payment Plan this is where you select Line of Credit, Term or Tenure as a
 payment plan option. If you select Term you will need to complete the additional
 boxes that open to setup the Term plan as your borrower desires.

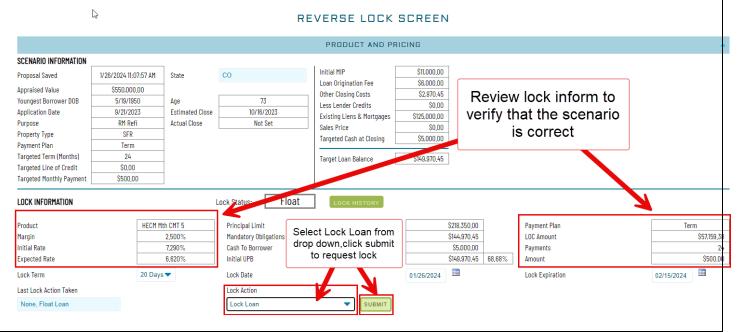


 Once you have completed the necessary updates click Run Scenarios and review the current market pricing options.

- Select the rate or margin that you wish to lock the loan under and click Run Comparisons.
- Save the Comparison.
- Once the desired scenario for your Borrower has been selected and saved, open the "Reverse Lock Screen" from the Workflow panel on the left side of the screen.

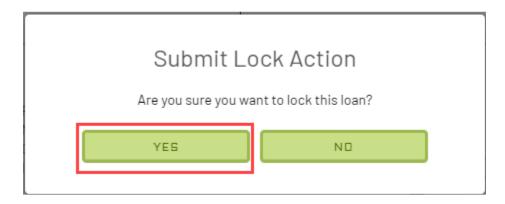


- Review the Lock Information to verify that the scenario selection is correct.
- Once you have confirmed, select "Loan Lock" from the "Lock Action" dropdown menu and click "SUBMIT".



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• Verify that you do want to lock in your rate by clicking "YES" on the pop-up screen.



- You will notice that the "Lock Status" will change to "Locked" once the loan lock has been requested.
- The Capital Markets department is automatically notified that you submitted a lock request and will review and confirm your lock in the system.

PRODUCT AND PRICING SCENARIO INFORMATION \$11,000 00 Initial MIP 1/26/202<u>4</u> 11:07:57 AM Pronosal Saved Loan Origination Fee \$6,000.00 \$550,000,00 Appraised Value Other Closing Costs \$2,970,45 Youngest Borrower DOB 5/19/1950 73 Less Lender Credits \$0.00 Application Date 9/21/2023 Estimated Close 10/16/2023 Existing Liens & Mortgages \$125,000,00 RM Refi Actual Close Purpose Not Set Sales Price \$0.00 Property Type SFR Targeted Cash at Closing \$5,000.00 Payment Plan Term Targeted Term (Months) 24 \$149,970,45 Targeted Line of Credit \$0.00 Targeted Monthly Payment \$500.00 Locked LOCK INFORMATION Lock Status: LOCK HISTORY HECM Mth CMT 5 Principal Limit Mandatory Obligations \$144,970,45 LOC Amount \$57,159,38 Margin Initial Rate 7,290% Cash To Borrower \$5,000,00 Initial UPB \$149,970,45 68,68% \$500,00 6,620% 01/26/2024 20 Days ▼ Lock Expiration Lock Term Lock Date 02/15/2024 Last Lock Action Taken Lock Action Lock Loan (Select Action)

REVERSE LOCK SCREEN