

**Purpose:** This job aid is to guide brokers through the process of requesting a loan withdrawal in Arena Portal. This function is used when a broker needs to withdraw a loan that has not yet been fully disclosed or submitted. Once requested, the internal team will process the withdrawal based on the loan's current stage.

## WITHDRAW LOAN PROCESS

1. From the loan file in Arena Portal, click on **Withdraw Loan** at the bottom of the left-hand navigation menu.
2. The Withdraw Loan screen will display the Submission Overview, Borrower Information, Subject Property Address, Product & Pricing, and Loan Details. Review this information to ensure you are withdrawing the correct loan file.
3. Once you initiate the withdrawal, a confirmation popup will appear asking, **Are you sure you want to withdraw this loan at this time?** Click **Continue** to submit the withdrawal request. The internal team will receive a notification to process the withdrawal accordingly.