

Arena Portal

Encompass TPO Connect Website User Guide

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Getting Started

This section explains how you can start using the website and includes a brief description of the main tools available on the website. Enough information is provided to get you started, but more steps are required to complete these processes. These tools are discussed in detail later in this guide.

Gaining Initial Access to the Website

Once approved by our company, we will assign a representative from your company to be the website administrator (i.e., the one who will manage user accounts, update company information, and add new users). The representative will receive an email from us that provides a link to the website, along with a log-in name (the representative's email address) and a temporary password. The representative will then complete the following

steps to gain access to the website.

To Gain Initial Access to the Website:

- 1 Click the link provided in the email to open the website.
- 2 Log in to the website using your email address and the temporary password provided in the email.
- 3 On the Change Password page, create a new password.

NOTE: Be sure to keep track of your new password. Our company will not have access to it.

Logging in

To log in as a Third-Party Originator

1. In the TPO Connect home page, **Click Here to Log In**.
2. Enter your username, and then click **Continue**.
3. On the new window, enter your password and then click **Login**.

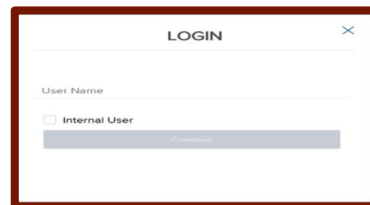
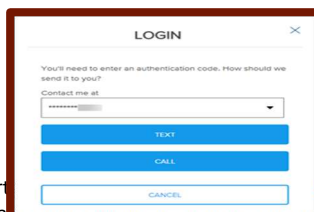
NOTE: If you have forgotten your password, click **Forgot Password**.

Logging in with Multi Factor Authentication

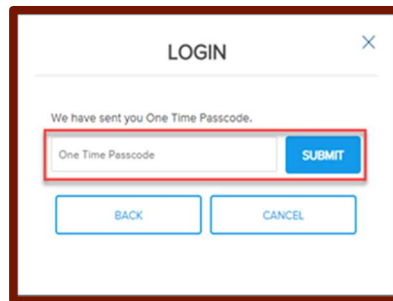
As an added layer of security, administrators can enable Multi Factor Authentication (MFA) for third party originators. When this option is enabled, TPOs are required to enter an authentication code that is obtained via text or phone call.

To log in as a Third-Party Originator with MFA

1. In the TPO Connect home page, **Click Here to Log In**.
2. Enter your username, and then click **Continue**.
3. Enter your password, and then click **Login**.
4. To receive an authentication code, select the number you want to be contacted at, and then click **Text** to receive a text with the code. Click **Call** to receive the code by phone call.



5. Enter the *One Time Passcode* you receive, and then click **Submit**.

A screenshot of a web application's login interface. At the top, the word "LOGIN" is centered, with a small "X" icon in the top right corner. Below this, a message states "We have sent you One Time Passcode." Underneath the message is a text input field labeled "One Time Passcode" and a blue button labeled "SUBMIT". At the bottom of the form are two buttons: "BACK" and "CANCEL". The entire login form is enclosed in a red rectangular border.

Start Using Website Tools

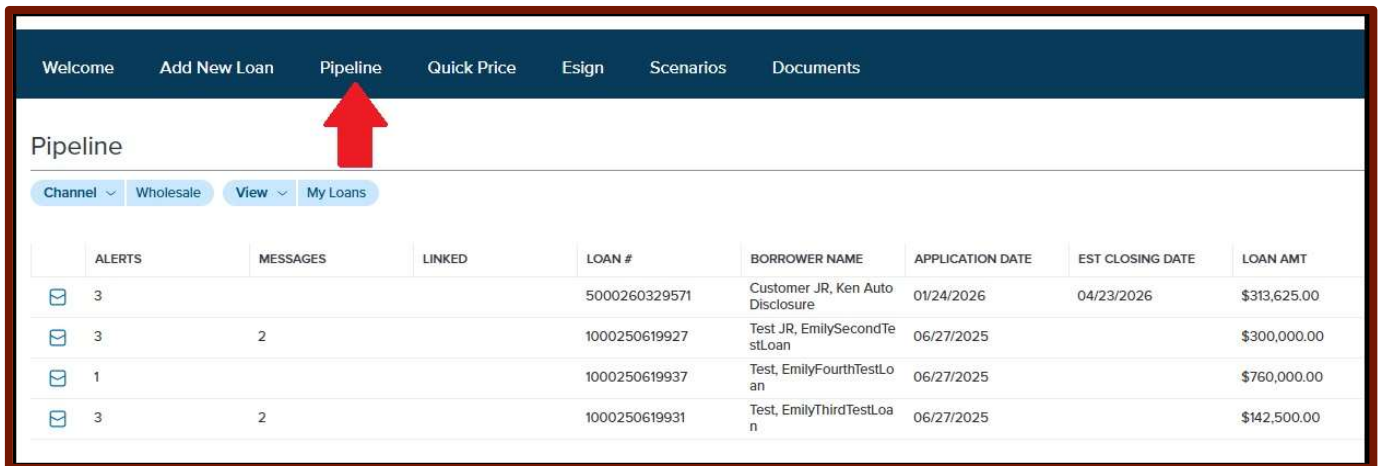
Once logged in, the representative can grant users access to the site and update their account information.

To Change Your Password:

- 1 Click your username in the top right corner of Encompass TPO Connect, and then select **Change Password**.
- 2 On the Change Password screen, enter your current password in the **Current Password** field.
- 3 Enter a new password in the **New Password** field.
- 4 Re-Enter the new password in the **Re-enter New Password** field.
- 5 Click **Save**.

View the Pipeline

Click the **Pipeline** link on the Welcome page to view your pipeline of loans. As you create new loans, they will be listed in the Pipeline. Here you can check loan status, lock status, and some basic loan information. Depending on your assigned role and permissions, you may be able to view all the loans that your team has entered in TPO Connect. The Pipeline Grid view displays all the loans in your pipeline in a list, displaying important loan information at a glance.



	ALERTS	MESSAGES	LINKED	LOAN #	BORROWER NAME	APPLICATION DATE	EST CLOSING DATE	LOAN AMT
	3			5000260329571	Customer JR, Ken Auto Disclosure	01/24/2026	04/23/2026	\$313,625.00
	3	2		1000250619927	Test JR, EmilySecondTestLoan	06/27/2025		\$300,000.00
	1			1000250619937	Test, EmilyFourthTestLoan	06/27/2025		\$760,000.00
	3	2		1000250619931	Test, EmilyThirdTestLoan	06/27/2025		\$142,500.00

To Customize Your Pipeline View:

- 1 From the Pipeline page, Click **All Loans** to view all loans that you have access to view or click **My Loans** to view only the loans you have originated.
- 2 Click **Current** to view loans in the Current Pipeline or click **Archived** to view loans in the Archived Pipeline

To Filter Your Pipeline View:

- 1 From the Pipeline page, Click **Advanced Filter**.
- 2 Choose one or more filters to apply to your pipeline view, and then click **Apply Filters**.
- 3 To clear any applied filters, click **Clear Filters**.

Add Additional Contacts

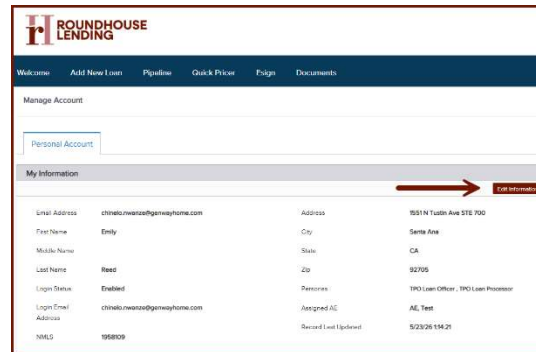
Below are the steps on how to update user information, maintaining accounts and adding or disabling users using the Manage Account feature.

1. To access the manage account feature, Log into the Arena Portal
2. In the top right corner of the screen, click on your name to open the dropdown menu
3. Select **Manage Account** from the drop-down list



Upon clicking **Manage Account**, you will land on the Personal Account tab by default. This is where you can view your system information, including your email, NMLS ID, phone numbers, and assigned personas.

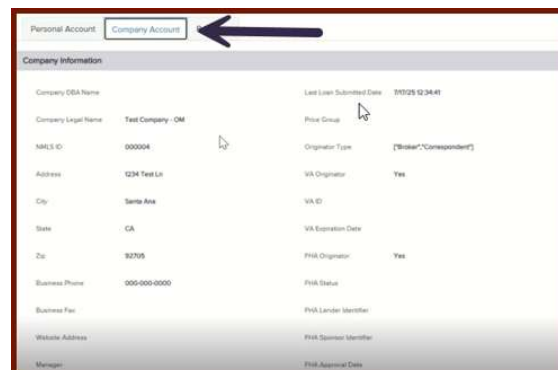
1. To update your information, click the **Edit Information** button



Email Address	chrish@roundhouse.com	Address	1811N Tustin Ave STE 700
First Name	Emily	City	Santa Ana
Middle Name		State	CA
Last Name	Reed	Zip	92705
Login Status	Enabled	Personas	190 Loan Officer, 190 Loan Processor
Login Email Address	chrish@roundhouse.com	Assigned A/C	A/C Test
NMLS	958109	Record Last Updated	5/28/26 15:42

You can modify fields that are not grayed out (e.g., email address, phone number, NMLS ID) **Important:** Do not change your name to a nickname unless it matches your NMLS record exactly.

1. Click on the **Company Account** tab located next to the Personal Account tab.
2. This page displays your company's information, including DBA Name, NMLS ID, and assigned Account Executive.



Company DBA Name		Last Loan Submitted Date	5/11/25 12:34:45
Company Legal Name	Test Company - OM	Phone Group	
NMLS ID	000004	Originator Type	(Broker/Correspondent)
Address	1234 Test Ln	VA Originator	Yes
City	Santa Ana	VA ID	
State	CA	VA Expiration Date	
Zip	92705	PHS Originator	Yes
Business Phone	000-000-0000	PHS Status	
Business Fax		PHS Lender Identifier	
Website Address		PHS Sponsor Identifier	
Manager		PHS Approval Date	

3. Scroll down to the **Company Contacts** section to view a list of all users associated with your company.
4. In the Company Contacts list, locate the user you wish to modify.
5. Click the **View** link in the far-right column for that user.
6. On the Contact Details page, click the **Edit Information** button.



Email Address	test@roundhouse.com	Address	1234 Test Ln
First Name	Chris@G	City	Santa Ana
Middle Name		State	CA
Last Name	Test	Zip	92705

7. **To Disable a User:** If a user is no longer with the company, change the **Login Status** dropdown from Enabled to Disabled.

8. **To Update Information:** Modify their contact details as needed.
9. Click **Save** to apply the changes.

To add a new contact, follow the steps below:

1. Return to the **Company Contacts** section under the Company Account tab.
2. Click the green **Add Contact** button located at the top right of the contact's table.

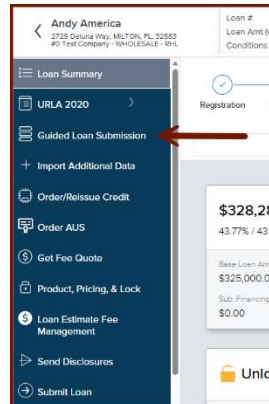
First Name	Last Name	Address	Business Phone	Email	Login Status	Roles
Credentia	Test	1234 Test Ln		test@email.com	Enabled	2
ChrisTestLO	Roberts	1234 Test Ln		croberts7@hotmail.com	Enabled	3
TestLOShan...	Aman	1234 Test Ln		ahannonmaman76@gmail.c...	Enabled	3
Musika	Munche	1234 Test Ln	096-963-1376	musonda@gmail.com	Enabled	2

3. The **Create New Contact** form will appear.
4. Fill in the required fields, including Email Address, First Name and Last Name, Login Email Address, Cell Phone
5. Ensure Use **Company Address** checkbox is checked. Do not input a different address, as this may negatively affect disclosures and printed documents
6. Click **Add Persona** to assign the appropriate role(s) to the new user (e.g., Loan Officer, Loan Processor).
7. Click **Save** on the bottom right to create the new contact.

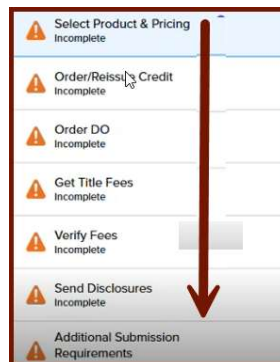
Guided Workflow

These steps are to guide brokers on how to utilize the guided workflow after a loan has been registered and a loan number has been generated. The Guided Loan Submission is intended to make the recommended pre-submission actions visible in one place. Following the sequence supports cleaner submission and a faster lender review.

- 1 Go to the navigation menu and select **Guided Loan Submission**. This opens the guided task list for the loan

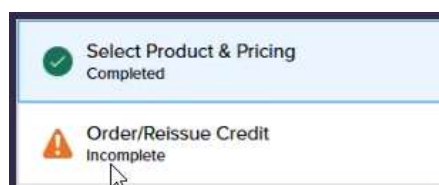


- 1 Confirm the Task for the assigned product type: Review the task list before you continue. This list reflects the assigned product. The task list will vary depending on the product type. As soon as you complete one task the system will automatically take you to the next task.



Product and Pricing

- 2 You will start with **Product and Pricing**: Search for the appropriate product, assign it to the loan and select Update LOS. When the assignment is complete, the task turns **green** for complete, and the Arena Portal advances the guided workflow and refreshes the remaining task list.



Order / Reissue Credit

- 3 Open **Order/Reissue Credit**. Select the credit provider, complete the information required by the secure ordering experience, and submit the credit order. Once the credit report is ordered, use **Import Liabilities** on the same screen to incorporate the returned liabilities into the loan.

Order Credit

Success: Credit ordered successfully for selected borrower per

Credit Details

Borrower Foc: [Dropdown]
 Keep In Customer: [Dropdown]
 Credit Provider: [Dropdown]
 Premium Credit Bureau Data (202-295-...): [Dropdown]

☐ New Credit Report
☒ Re-issue Credit

Reference Number: [Text Box]

Report Details

Request Type: [Dropdown]
 Report Type: [Dropdown]

☒ Expertise
☒ Expertise
☒ Trade Union

Provider Details

User Name: [Text Box]
 Password: [Text Box]
 BranchID: [Text Box]
☒ Save Login Information

Buttons: [Re-issue Credit] [Import Liabilities]

Compare the existing liabilities on the loan with liabilities returned by the credit report. Choose whether to **Append Liabilities** or **Delete and Replace Liabilities** with the newly returned information.

Import Liabilities

Existing Liabilities: Borrower				
Account Number	Type	Balance	Payment	Months Left
3626	Installment	\$56,000.00	\$1,500.00	47
HEMLOCKS				
98E543184026	Revolving	\$437.00	\$44.00	10
HILLSIDE BANK				
291443CB1189	Installment	\$14,748.00	\$425.00	33

Existing Liabilities: Co-Borrower				
Account Number	Type	Balance	Payment	Months Left

New Liabilities: Borrower				
Account Number	Type	Balance	Payment	Months Left
468123R101	BAY COMPANY	\$0.00	\$0.00	0
CENTRAL BANK				
4590345859403		\$0.00	\$0.00	0
HEMLOCKS				
98E543184026		\$437.00	\$44.00	10
HILLSIDE BANK				
291443CB1189		\$14,748.00	\$425.00	35

New Liabilities: Co-Borrower				
Account Number	Type	Balance	Payment	Months Left

Buttons: [Append Liabilities] [Delete and Replace Liabilities] [Cancel] [Import]

After making your selection, click the **Import** button. The Order/Reissue Credit task should then update to complete

Task List:

- ✓ Select Product & Pricing Completed
- ✓ Order/Reissue Credit Completed
- ⚠ Order DO Incomplete

Order DO

1. Open **Order DO** only when it is displayed in the guided list for the loan program.
2. Enter the **Credit Reference #** in the DO-ordering popup and your **Username** and **Password**
3. Select **Submit DO Order**

The screenshot shows the 'Order DO' form on the left and a progress sidebar on the right. The form includes fields for 'CREDIT PROVIDER' (Premium Credit Bureau Data), 'CREDIT REFERENCE #' (2009142), 'USERNAME' (GENWAYTEST), and 'PASSWORD'. A red arrow points to the 'Submit DO Order' button. The sidebar on the right shows the following status: 'Select Product & Pricing Completed', 'Order/Reissue Credit Completed', 'Order DO Completed' (with a hand icon pointing to it), and 'Get Title Fees Incomplete' (with a warning icon).

NOTE: This task can be program-specific and may not appear for every loan

Get Title Fees

1. Open **Get Title Fees**.
2. If Arena Portal does not automatically launch the appropriate service, select **Order Service**

The screenshot shows the 'Get Title Fees' sidebar on the left, which is marked as 'Incomplete'. The main area shows 'Service Orders | 3 Service'. Under the 'Category' dropdown, 'Closing Fees' is selected and highlighted with a red arrow. Other categories include 'Product and Pricing' and 'Verifications'. A red arrow points to the 'ORDER SERVICE' button in the top right corner.

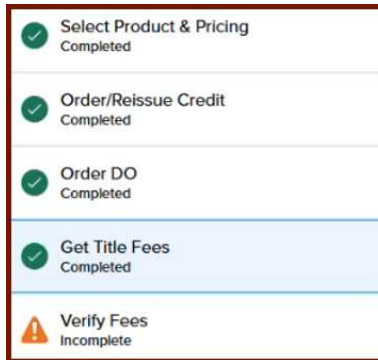
3. Choose **Closing Fees**, select **CoreLogic SmartFees**

The screenshot shows the 'Order Service' popup. On the left, 'Closing Fees' is selected under the 'Categories' section. On the right, under the 'Providers' section, 'CoreLogic SmartFees' is selected. A red arrow points to the 'CoreLogic SmartFees' provider. Other providers listed are 'LodeStar Closing Cost Calculator' and 'Old Republic Title Co'.

4. Once completed, select **Export to Encompass** and **Continue the Export**.

The screenshot shows the 'SmartFees' interface. On the left, there is a 'My Files' section with details for 'SmartFees ID: 119819967', 'Loan Purpose: Purchase', 'Lien Position: First', 'Loan Number: 1000260735997', and 'Property Address: 2342 Fulton St, SAN FRANCISCO, CA 94118'. On the right, there is a table of services with columns for 'Title and Closing Services', 'Provider', and 'Amount'. The 'Export to Encompass' button is highlighted with a red arrow.

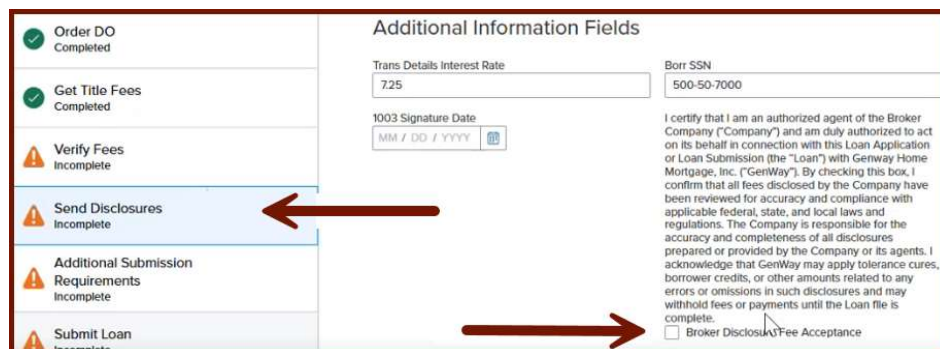
- Confirm that the guided task updates to **green** before proceeding.



✓	Select Product & Pricing Completed
✓	Order/Reissue Credit Completed
✓	Order DO Completed
✓	Get Title Fees Completed
⚠	Verify Fees Incomplete

Verify Fees

- Open **Verify Fees** and review the Loan Estimate information before moving to disclosures.
- Confirm the following fees:
 - Program and Rate:** The selected program and rate align with the final pricing
 - Compensation:** The Lender Paid or Borrower Paid treatment is correct
 - Fees:** Appraisal, Credit Report, Title, and other Loan Estimate fees are accurate
- When the information is correct, open **Send Disclosures**, select the **Broker Disclosure Fee Acceptance** checkbox that confirms that you are authorized to accept the reviewed fees, and select **Save**.



✓ Order DO Completed

✓ Get Title Fees Completed

⚠ Verify Fees Incomplete

⚠ Send Disclosures Incomplete

⚠ Additional Submission Requirements Incomplete

⚠ Submit Loan Incomplete

Additional Information Fields

Trans Details Interest Rate
7.25

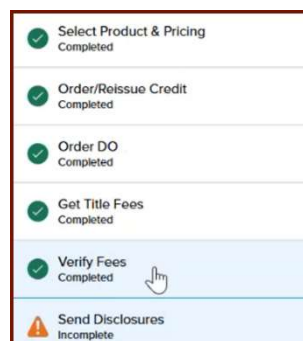
Borr SSN
500-50-7000

1003 Signature Date
MM / DD / YYYY

I certify that I am an authorized agent of the Broker Company ("Company") and am duly authorized to act on its behalf in connection with this Loan Application or Loan Submission (the "Loan") with GenWay Home Mortgage, Inc. ("GenWay"). By checking this box, I confirm that all fees disclosed by the Company have been reviewed for accuracy and compliance with applicable federal, state, and local laws and regulations. The Company is responsible for the accuracy and completeness of all disclosures prepared or provided by the Company or its agents. I acknowledge that GenWay may apply tolerance cures, borrower credits, or other amounts related to any errors or omissions in such disclosures and may withhold fees or payments until the Loan file is complete.

☐ Broker Disclosure Fee Acceptance

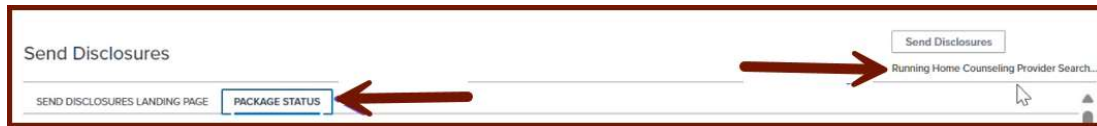
- The fee-verification task will be marked completed.



✓	Select Product & Pricing Completed
✓	Order/Reissue Credit Completed
✓	Order DO Completed
✓	Get Title Fees Completed
✓	Verify Fees Completed
⚠	Send Disclosures Incomplete

Send Disclosures

1. On **Send Disclosures**, click on **Package Status** and allow the home-counseling provider search to finish. Once done, you can click the **Send Disclosures** button.



NOTE: If prompted and you are self-disclosing, select **Broker** for Loan Estimate issued by. Complete any other required prompt fields.

2. Resolve every required field from the **Data Audit** finding before continuing.
3. Review the documents in the package. You may open or download them as needed. Do not select Add to eFolder or Add Additional Documents from this document-review screen.
4. Select **Next**, then select **Send**. Wait for confirmation that disclosures have been sent.

✓	Select Product & Pricing Completed
✓	Order/Reissue Credit Completed
✓	Order DO Completed
✓	Get Title Fees Completed
✓	Verify Fees Completed
✓	Send Disclosures Completed
⚠	Additional Submission Requirements Incomplete

Submission Form

1. Review and complete the **Submission Form**.
2. Most details here will auto populate. Review them and complete any fields that are still open for your loan.

3. The main areas to review or complete are as follows:
 - **Loan Details:** Complete open questions about seller buydown, short-term rental status, transferred appraisal amount, and loan-exception information.
 - **Compensation:** Use one compensation type only. If lender-paid compensation is populated, do not enter borrower-paid compensation. If borrower-paid compensation is applicable and the top compensation section is blank, enter the borrower-paid amount or rate as applicable.
 - **Third Party Processor:** Indicate whether a third-party processor is associated with the file and enter the fee when applicable
 - **Credit Provider:** Enter or save the credit-provider information required for future credit reissues in accordance with company policy
4. Once done with all the changes, select **Save**

Additional Submission Requirements

1. Select the **Additional Submission Requirements** tab.
2. The condition list is dynamic and depends on the product program. Expand the condition and upload the relevant document or documents.
3. After each upload, select **Ready for Review**. This changes the condition status from **Added** to **Fulfilled**.
4. After you have uploaded all available documents, select **Notify Lender**.

PUBLISHED	STATUS	CATEGORY	PRIOR TO	NAME	DESCRIPTION	COMMENTS
07/27/2024	Added	Assets	Purchase	Assets	Asset Statements	
07/27/2024	Added	Disclosures	Docs	Borrowers Certification And Authorization		
07/27/2024	Fulfilled	Credit	Docs	Credit Report	Must be dated within the most recent 90 days w/ F...	

Once Notify Lender is selected, that is going to complete the **Additional Submission Requirements** task

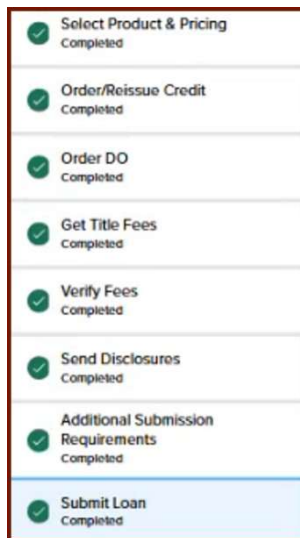
Submit Loan

1. Open **Submit Loan** and review the displayed loan information for completeness.
2. Select **Confirm** when you are ready to submit the loan.



Submit Loan			
Overview			
Application Date 03/13/2026		Submission Status -	Initial Submit Loan Date -
Borrower		Co-Borrower	
First Name	Ken	First Name	-
Middle Name	N	Middle Name	-
Suffix	JR	Suffix	-

3. When Arena Portal requests the Initial Submission Package, upload the required package. This final prompt is the catch-all package required during submission.
 - The reason for this is because the guided workflow is not required but we want to ensure that the Initial Submission package is complete.
4. Complete the submission and confirm that the loan is submitted successfully.



✓	Select Product & Pricing Completed
✓	Order/Reissue Credit Completed
✓	Order DO Completed
✓	Get Title Fees Completed
✓	Verify Fees Completed
✓	Send Disclosures Completed
✓	Additional Submission Requirements Completed
✓	Submit Loan Completed

Start a New Loan

There are two ways to originate a loan in TPO Connect: Importing a ULAD/ILAD MISMO 3.4 file or by manually filling out an online URLA.

- Click the **Add New Loan** button on the TPO Connect home page to start a new loan.



- In the pop-up window, select the loan officer(s) and loan processor(s) the loan will be assigned to.
- Click **Next**.

The screenshot shows a 'Select Contacts' window with a table. The table has columns: ROLE, CONTACT NAME, COMPANY NAME, EMAIL, CELL #, OFFICE #, FAX #, and an edit icon. The 'Originator Contacts' section is expanded, showing 'Loan Officer' and 'Loan Processor' rows. The 'Loan Officer' row is highlighted.

- You can upload a ULAD/ILAD MISMO 3.4 file (*.xml) or enter the loan data manually in a URLA form.
- To import a ULAD/ILAD MISMO 3.4, select the Local Drive option, select the file and then click on **Go to Register Loan Form**.

The screenshot shows the 'Loan Data Source' form. Under 'Data Format', 'Import Loan Data From ULAD / ILAD (MISMO 3.4) File' is selected. Under 'Upload', 'LOCAL DRIVE' is selected. A red arrow points to the 'Go to Register Loan Form' button.

OR

Select **Manual** and Click **Go to Register Loan Form**.

The screenshot shows the 'Loan Data Source' form. Under 'Data Format', 'Manual' is selected. A red arrow points to the 'Go to Register Loan Form' button.

9 If you imported a file, the URLA form is displayed with the loan data.

If you are manually entering the loan data, the URLA form is displayed, and you can begin entering data.

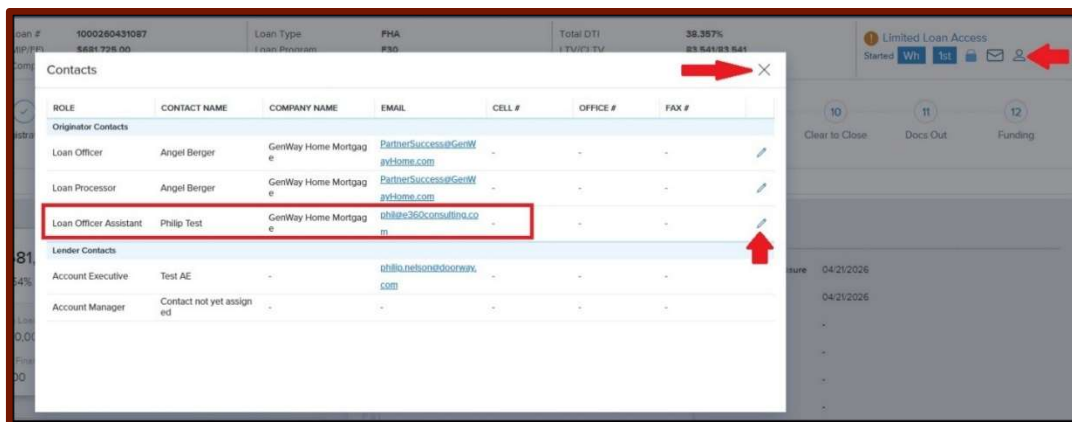
10 When you are ready to save the loan, click **Register** on the top left-hand side of the screen.

NOTE: All of these items are discussed in detail later in this guide.

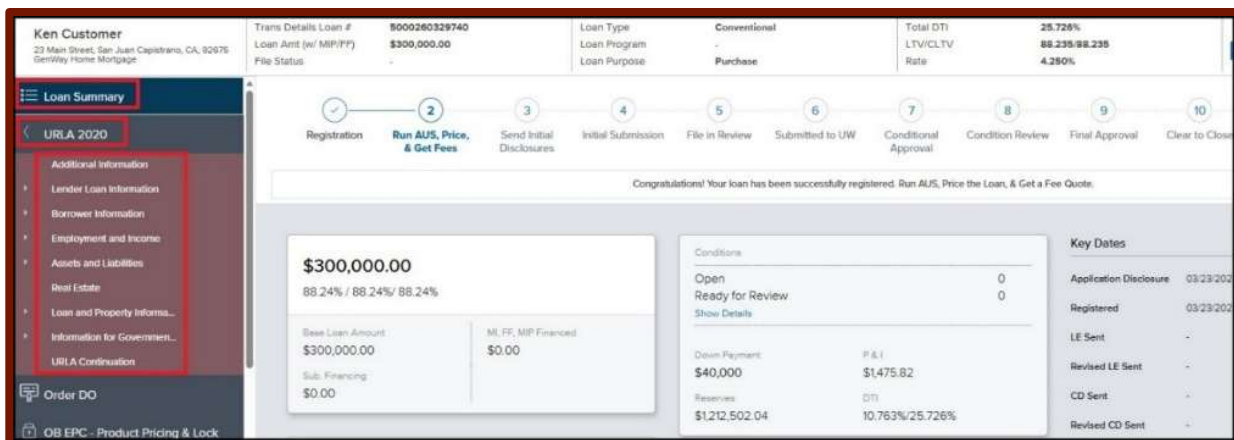
Loan Summary Page

Adding A Loan Officer Assistant (LOA)

To add the loan officer assistant to the loan, click on the person icon on the far-right side of the screen. On the pop-up screen, use the pen icon to select the LOA, once completed, click the exit button on the top right of the pop-up.



The Loan Information Page includes information about the loan including the type of mortgage, loan terms, condition overview and key dates.



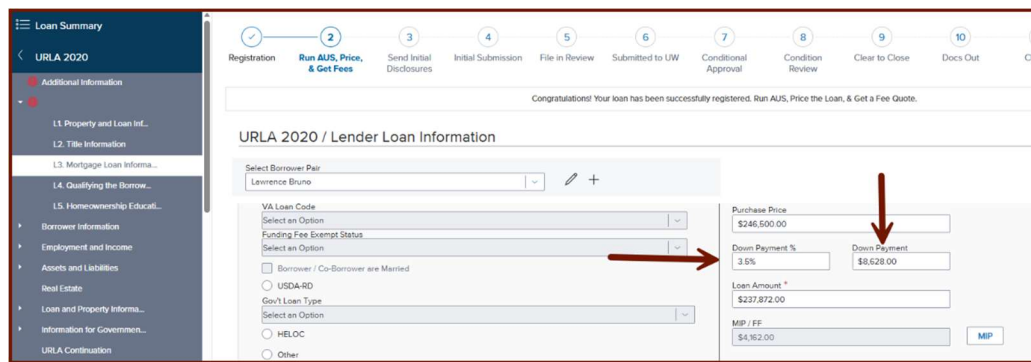
NOTE: The name of each application page is listed on the left side of the page. Click a page name to view that page in the application.

Uniform Residential Loan Application (URLA) 2020

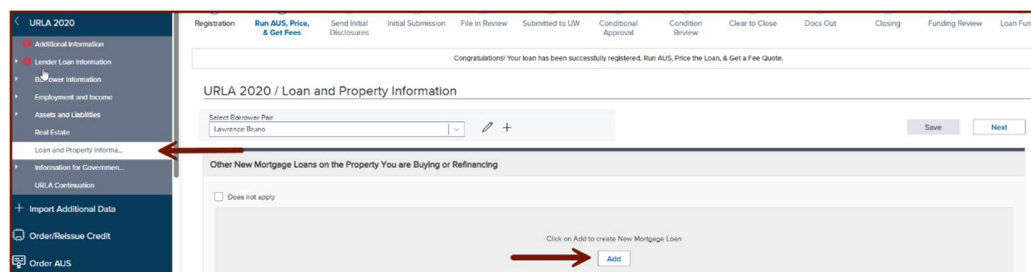
In the Encompass TPO Connect website left navigation, click **URLA** to view and enter loan information in the Uniform Residential Loan Application. In the expanded URLA menu, you can open the loan application sections, including Borrower Information, Employment and Income, Assets and Liabilities, Loan and Property Information, and Information for Government Monitoring.

How to add a DPA to the URLA

1. Log into the **Arena Portal** and open the loan file from the **Pipeline** or the **Recently Accessed Loans** list on the dashboard. In the left-hand navigation menu, click **URLA 2020** to expand the section.
2. Ensure that on the **L3** of the **URLA 2020**, the **Down Payment %** and **Down Payment Amount** is accurate.



3. From the expanded URLA 2020 menu, click on **Loan and Property Information**
4. Scroll down the page to the section title **Other New Mortgage Loans on your Property You are Buying or Refinancing**. Click the **Add** button to create your DPA entry



5. After clicking **Add**, a new form will appear. Complete the following fields in this section.

NOTE: See steps below on how to utilize the **DPA Calculator** to enter the calculated monthly payment amount into the **Monthly Qualifying Payment** field.

- **Creditor Name:** GenWay Home Mortgage
- **Account Type:** Select **Mortgage** from the dropdown
- **Lien Position:** Select **2** from the dropdown
- **Monthly Principal & Interest:** Enter the calculated monthly payment amount
- **Monthly Qualifying Payment:** Enter the same calculated monthly payment
 - If DSS (Down Payment Second / Silent Second) this field will remain at \$0.00
- **Loan Amount / HELOC Credit Limit:** Enter the total DPA Loan Amount. This can be found on **L3** of **URLA 2020**.
- **Amount Applied to Down Payment:** Enter the same amount as the DPA loan Amount.

NOTE: The **Loan Amount / HELOC Credit Limit** and the **Amount Applied to Down Payment** fields is what calculates the accurate CLTV.

6. Open the **Source of Funds** drop down and select the appropriate option for DPA program.

- **Institutional (FNMA Retired):** for lender-funded DPA programs

- Before saving, confirm that all required fields are populated correctly. The completed form should show the Creditor Name, Account Type (Mortgage), Lien Position (2), both payment fields, and both loan amount fields filled with matching values.

Click the **Save** button at the top right of the page

IMPORTANT: Clearing fields without clicking the remove button will result in a blank record and may cause an AUS error. If you need to remove the DPA entry, always use the Remove button rather than clearing the fields manually.

Additional Information Page

The additional information page includes agency case number information, Mers Min, Application date, Estimated Closing date, Loan documentation type. It also includes all additional fields such as Equity Builder and Lender fee selection information, etc. Once you finish your update, click Next.

Lender Loan Information

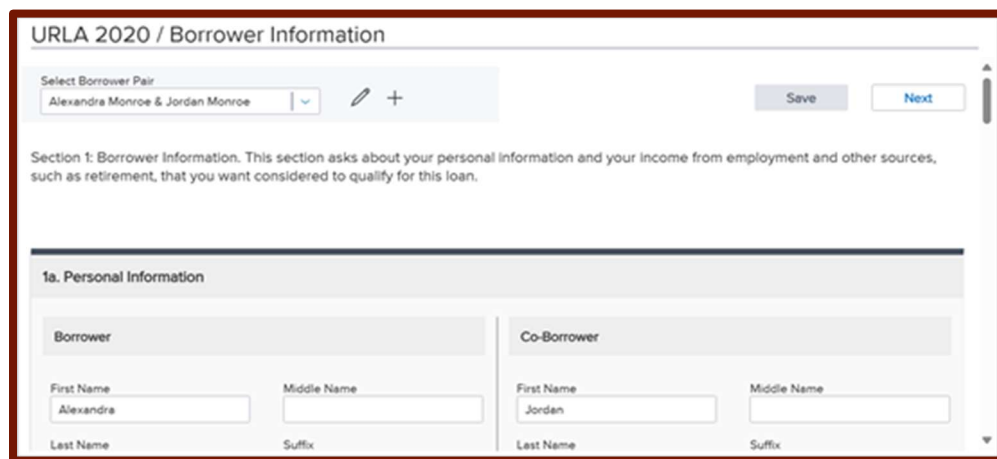
20

9/11/2026

In **Lender Loan Information**, you capture loan terms and structure as defined by the lender, including loan amount, interest rate, amortization type, and other critical features that outline how the loan will be originated and serviced, which allows investors and other stakeholders to accurately assess the loan's characteristics.

NOTE: The name of each **Lender Loan Information** section is listed in the Encompass TPO Connect website left navigation, allowing you to click and jump to that section.

Borrower Information

A screenshot of the 'URLA 2020 / Borrower Information' form. At the top, there's a header 'URLA 2020 / Borrower Information'. Below it is a 'Select Borrower Pair' dropdown menu showing 'Alexandra Monroe & Jordan Monroe' with a pencil icon and a plus sign. To the right are 'Save' and 'Next' buttons. A paragraph of text explains: 'Section 1: Borrower Information. This section asks about your personal information and your income from employment and other sources, such as retirement, that you want considered to qualify for this loan.' Below this is a section titled '1a. Personal Information'. It contains two columns: 'Borrower' and 'Co-Borrower'. Each column has fields for 'First Name', 'Middle Name', 'Last Name', and 'Suffix'. The 'Borrower' fields are pre-filled with 'Alexandra', and the 'Co-Borrower' fields are pre-filled with 'Jordan'.

In **Borrower Information**, you collect detailed personal and demographic data about the individual(s) applying for the loan, including name, Social Security number, date of birth, marital status, and contact information, as well as residency details and citizenship status. By verifying borrower identity, assessing eligibility, and ensuring compliance with regulatory requirements, lenders and investors can evaluate risk and confirm borrower qualifications.

NOTE: The name of each **Borrower Information** section is listed in the Encompass TPO Connect website left navigation, allowing you to click and jump to that section.

Employment and Income

URLA 2020 / Employment and Income

Select Borrower Pair
Alexandra Monroe & Jordan Monroe

Save Next

Current Employment/Self Employment and Income

Borrower	Co-Borrower
Current Employment and Income ☐ Does not apply ☐ Foreign Address Employer or Business Name First Coast Tech, Inc. Street Address 800 Bayfront Blvd	Current Employment and Income ☐ Does not apply ☐ Foreign Address Employer or Business Name Atlantic Health Systems Street Address 2200 Seabreeze Ave

In **Employment and Income**, you document the borrower's current and previous employment history, as well as all sources of income that will be considered for qualifying the loan, including employer name, address, position, length of employment, and income type and amount. Until you submit the loan file to the product and pricing engine, the proposed monthly payment will not be calculated. When the selected interest rate is applied to the loan, the proposed monthly payment will be calculated.

NOTE: The name of each **Employment and Income** section is listed in the Encompass TPO Connect website left navigation, allowing you to click and jump to that section.

Assets and Liabilities

The screenshot shows the 'URLA 2020 / Assets and Liabilities' form. At the top, there is a 'Select Borrower Pair' dropdown menu with 'Alexandra Monroe & Jordan Monroe' selected, and 'Save' and 'Next' buttons. Below this is a section titled 'Section 2: Financial Information - Assets and Liabilities' with a descriptive paragraph. The main section is 'Assets - Bank Accounts, Retirement, and Other Accounts You Have'. It includes a warning icon and text: 'Clearing fields without clicking the remove button will result in a blank record and may cause an AUS error.' There is a checkbox 'Include in AUS/Export' which is checked. Below that is an 'Account Owner' dropdown menu with 'Both' selected, and a '- Remove' button.

In **Assets and Liabilities**, you provide a view of the borrower's financial position by documenting all assets available for the transaction and all outstanding debts and obligations, including bank accounts, investment holdings, real estate owned, and other financial resources, as well as credit accounts, loans, and other liabilities. This allows you to determine the borrower's net worth, calculate debt-to-income ratios, and assess overall creditworthiness.

NOTE: The name of each **Assets and Liabilities** section is listed in the Encompass TPO Connect website left navigation, allowing you to click and jump to that section.

Real Estate

The screenshot shows the 'URLA 2020 / Real Estate' form. At the top, there is a 'Select Borrower Pair' dropdown menu with 'Alexandra Monroe & Jordan Monroe' selected, and 'Save' and 'Next' buttons. Below this is a section titled 'Section 3: Financial Information - Real Estate. This section asks you to list all properties you currently own and what you owe on them.' The main section is '3a-c. Property You Own - If you are refinancing, list the property you are refinancing FIRST.' It includes a checkbox 'I do not own any real estate' and two radio buttons 'Borrower' and 'Co-Borr...'. Below that is a warning icon and text: 'Clearing fields without clicking the remove button will result in a blank record and may cause an AUS error.' There is an 'Owned by' dropdown menu with 'Both' selected.

In **Real Estate**, you document all properties currently owned by the borrower, including the subject property for the loan application. You will capture property addresses, occupancy status, current market value, outstanding liens, and monthly payment obligations, allowing you to calculate the borrower's housing expenses, determine debt-to-income ratios, and assess overall financial stability.

Loan and Property Information

The screenshot shows the 'URLA 2020 / Loan and Property Information' form. At the top, there is a 'Select Borrower Pair' dropdown menu with 'Alexandra Monroe & Jordan Monroe' selected, and 'Save' and 'Next' buttons. Below this is the 'Loan and Property Information' section. It contains several input fields: 'Street Address' (1007 Magnolia Grove Ct), 'Unit Type' (Select an Option), 'Unit #' (empty), 'City' (Jacksonville), 'County' (Duval), 'State' (Florida), 'Zip Code' (32259), 'Number of Units' (empty), and 'Year Built' (empty). To the right of these fields are two sections of radio buttons: 'Loan Type' with options Conventional (selected), USDA-RHS, FHA, HELOC, VA, and Other; and 'Loan Purpose' with options Purchase (selected), No Cash-Out Refi, Cash-Out Refi, Construction, Construction-Perm, and Other.

In **Loan and Property Information**, you capture details about the subject property and the loan being requested, including property address, occupancy type, intended use, and loan purpose, along with specifics about the property's value and transaction type (purchase, refinance, construction, etc.). This allows you to determine eligibility, calculate loan terms, and meet underwriting and investor requirements.

NOTE: The name of each **Loan and Property Information** section is listed in the Encompass TPO Connect website left navigation, allowing you to click and jump to that section.

Information for Government Monitoring

The screenshot shows the 'URLA 2020 / Information for Government Monitoring' form. At the top, there is a 'Select Borrower Pair' dropdown menu with 'Alexandra Monroe & Jordan Monroe' selected. To the right of the dropdown are edit and add icons, and 'Save' and 'Next' buttons. Below this is a section titled 'Declarations' with a sub-header '5a. About this Property and Your Money for this Loan'. The form is divided into two columns: 'Borrower' and 'Co-Borrower'. Each column contains a question 'A. Will you occupy the property as your primary residence?' with a 'Yes' dropdown, followed by a question 'If YES, have you had an ownership interest in another property in the last three years?' with a 'Yes' dropdown. At the bottom of each column is a prompt 'If YES, Complete (1) and (2) below:'.

In **Information for Government Monitoring**, you collect demographic data required under federal regulations (Home Mortgage Disclosure Act (HMDA) and Equal Credit Opportunity Act (ECOA)), including borrower's ethnicity, race, sex, and other identifiers that help ensure fair lending practices and compliance with anti-discrimination laws.

NOTE: The name of each **Information for Government Monitoring** section is listed in the Encompass TPO Connect website left navigation, allowing you to click and jump to that section.

URLA Continuation

The screenshot shows the 'URLA Continuation' form. At the top, there is a 'Select Borrower Pair' dropdown menu with 'Alexandra Monroe & Jordan Monroe' selected. To the right of the dropdown are edit and add icons, and a 'Save' button. Below this are two large text input areas labeled 'Borrower Additional Information' and 'Co-Borrower Additional Information'.

In **URLA Continuation**, you collect information that does not fit within the standard fields of the main application, including explanations for discrepancies, supplemental borrower information, or clarifications required for underwriting and compliance.

Managing Borrower Pairs

While completing the URLA 2020, you can select, edit, add, reorder, or delete a borrower pair on any page.

To Select a Borrower Pair

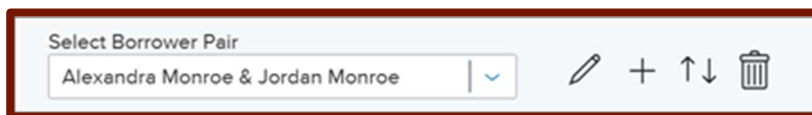
1. At the top of the page, locate the **Select Borrower Pair** drop-down.



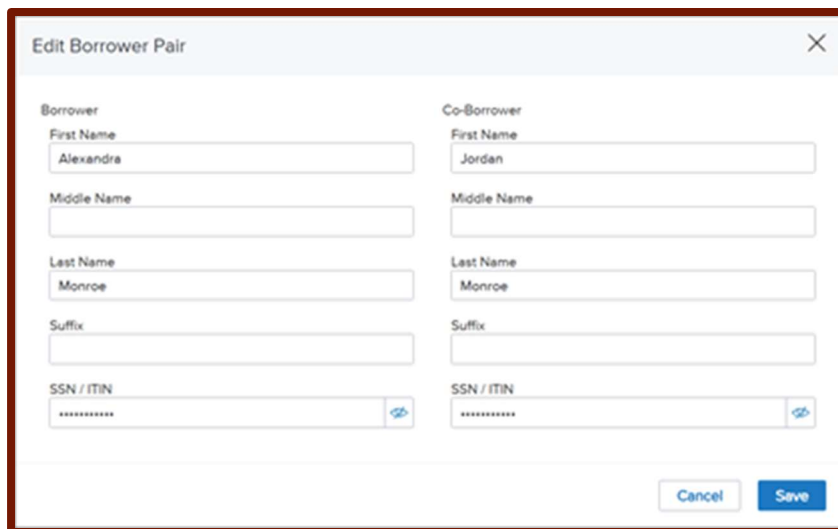
2. In the **Select Borrower Pair** drop-down, click the borrower pair.

To Edit a Borrower Pair

1. In the **Select Borrower Pair** drop-down, click the borrower pair.



2. Click **Edit** (pencil icon).



3. In **Edit Borrower Pair**, add or modify the borrower and co-borrower information.
4. When finished, click **Save**.

To Add a Borrower Pair

1. At the top of the page, locate the **Select Borrower Pair** drop-down.

2. Click **Add (+)**.

3. In **Add Borrower Pair**, add the borrower and co-borrower information.
4. When finished, click **Save**.

To Reorder Borrower Pairs

1. At the top of the page, locate the **Select Borrower Pair** drop-down.

2. Click **Reorder (↑↓)**.

NOTE: The **Reorder** icon will only display when there are two or more borrower pairs on the loan application.

PAIR	BORROWER	CO-BORROWER
1	Alexandra Monroe	Jordan Monroe
2	Cesey J. Hart	Avery L. Hart

3. In **Reorder Borrower Pairs**, click and drag the borrower pair's **Move** (⇅) to the new location.
4. When finished, click **Apply**.

To Delete a Borrower Pair

1. In the **Select Borrower Pair** drop-down, click the borrower pair.

2. Click **Delete** (🗑️).

NOTE: The **Delete** icon will only display when there are two or more borrower pairs on the loan application.

3. In the confirmation prompt, click **Delete**.

Order/ Reissue Credit

Complete the required fields before ordering credit

- 1 Credit Provider of choice
- 2 Select Report Type as **Merge**
- 3 Enter **User Name** and **Password**
- 4 Select Order Credit

- 5 Or if Reissuing Credit, you can enter the **Reference Number** and then **Re-issue Credit**
- 6 Select **Import Liabilities**

1
Order Credit Report

Credit Details

Borrower Pair *

Credit Provider *

☐ New Credit Report
☒ Re-issue Credit

Reference Number

Report Details

Request Type *

Report Type *

☒ Experian
☒ Equifax
☒ Trans Union

Provider Details

User Name *

Password *

BranchID

☒ Save Login Information

Re-issue Credit
IMPORT LIABILITIES

- 7 Select whether you want to **Append Liabilities** or **Delete and Replace Liabilities** and select **Import**.
- **Append Liabilities** will add the credit report to the existing liabilities so it may cause some duplicates
 - **Delete and Replace Liabilities** will remove all Liabilities in the loan and go with what the Credit Report is showing

Import Liabilities

Existing Liabilities: Borrower

Account Number	Type	Balance	Payment	Months Left
Chase				
3626	Installment	\$56,000.00	\$1,500.00	47
HEMLOCKS				
98E543184026	Revolving	\$437.00	\$44.00	10
HILLSIDE BANK				
291443C81189	Installment	\$14,748.00	\$425.00	33

Existing Liabilities: Co-Borrower

Account Number	Type	Balance	Payment	Months Left

New Liabilities: Borrower

Account Number	Type	Balance	Payment	Months Left
BAY COMPANY				
4681123R101		\$0.00	\$0.00	0
CENTRAL BANK				
4590345859403		\$0.00	\$0.00	0
HEMLOCKS				
98E543184026		\$437.00	\$44.00	10
HILLSIDE BANK				
291443C81189		\$14,748.00	\$425.00	35

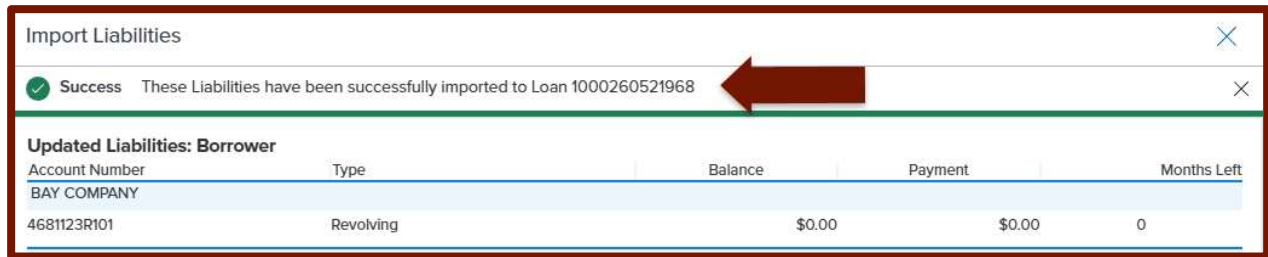
New Liabilities: Co-Borrower

Account Number	Type	Balance	Payment	Months Left

☒ Append Liabilities
 ☐ Delete and Replace Liabilities

Cancel
Import

Once you select Import, you will see a Success message on the top of your Liabilities screen.



Working with Loans

Once you have completed and saved all of the information on the URLA, you can work with the loan or perform loan actions such as reissuing credit and running AUS, submitting the loan, or notifying the lender of a change of circumstance.

To perform an action, select the action from the Loan Actions menu on the left side of the loan application page.

NOTE: The actions that are listed under the Loan Actions menu are determined by our company's Encompass administrator.

Import Additional Data

If you originated a loan in TPO Connect by importing the file and data changes have since been made to the loan in your Loan Origination Software, use the **Import Additional Data** action to import the changes to the loan file in TPO Connect.

To Import Additional Data:

- 1 On the **Loan Actions** menu, click **Import Additional Data**.
- 2 Select which fields to import and how to manage existing lists (such as liabilities).
- 3 Click the **Local Drive** button and select the ULAD/ILAD (MISMO 3.4) file you want to import.

- 4 Click **Open**.

Note: If you have sent the disclosures to the borrower(s) do not use the import additional data feature. Depending on the additional data, use the change of circumstance request page if it is a valid change for COC, or upload documents or conditions for certain information like new liabilities, additional REO, etc.

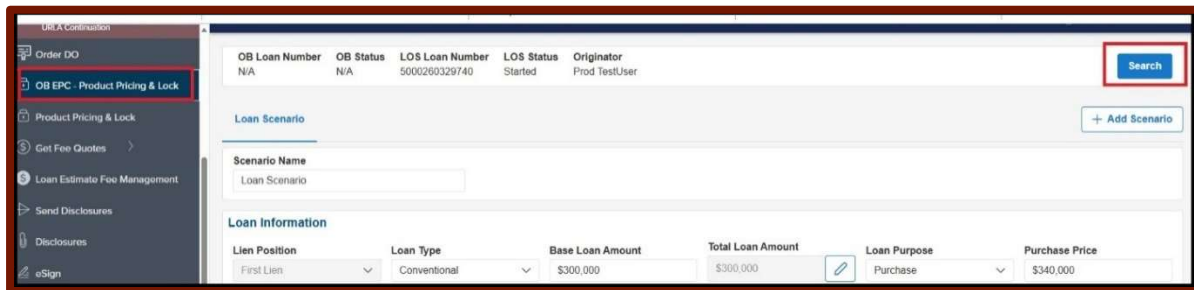
Order AUS

The broker is able to reissue credit and run AUS at the same time. Click on the Order AUS tab, select the relevant credit provider, enter your username and password and click Submit DO order.

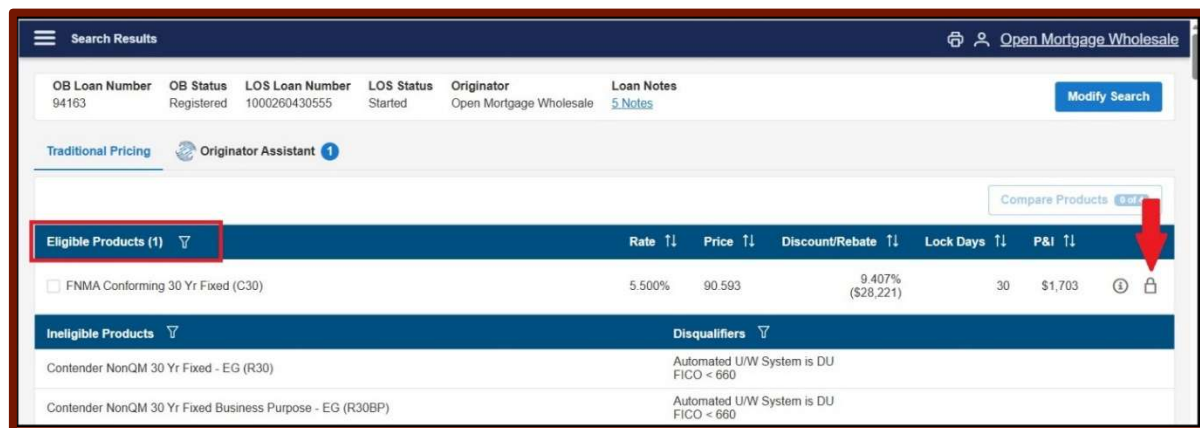
Product Pricing and Lock

Use the Product Pricing & Lock link to run your loan eligibility through the product and pricing engine.

The broker is able to price and select product with this screen. The broker should verify the loan information before clicking search to price.



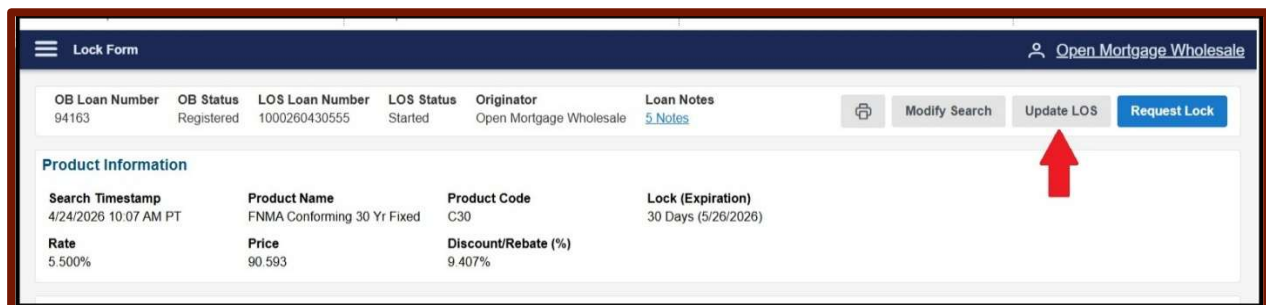
1. Select the loan product you would like to register by clicking on the lock icon.



OB Loan Number	OB Status	LOS Loan Number	LOS Status	Originator	Loan Notes
94163	Registered	1000260430555	Started	Open Mortgage Wholesale	5 Notes

Rate	Price	Discount/Rebate	Lock Days	P&I
5.500%	90.593	9.407% (\$28,221)	30	\$1,703

2. Select the Update LOS to select the loan program.



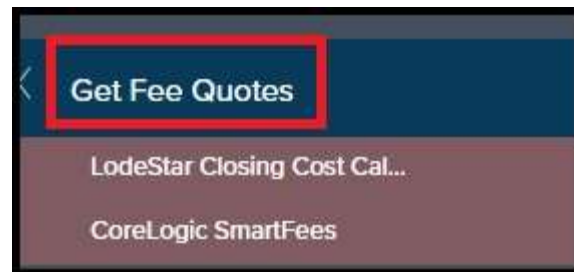
OB Loan Number	OB Status	LOS Loan Number	LOS Status	Originator	Loan Notes
94163	Registered	1000260430555	Started	Open Mortgage Wholesale	5 Notes

Search Timestamp	Product Name	Product Code	Lock (Expiration)
4/24/2026 10:07 AM PT	FNMA Conforming 30 Yr Fixed	C30	30 Days (5/26/2026)

Note: Complete Product and pricing first, select an eligible loan program, continue through the loan registration process getting your fees. If you want to lock, then return back to Product, Pricing, and Lock, reprice the loan and complete the lock process. Then submit the loan.

Get Fee Quotes

On the Get fee quotes page you are able to get title fees using either LodeStar closing cost calculation or Corelogic SmartFees. Choose only 1 option.



For Lodestar Closing Cost Calculator

Verify the property information, loan amount, state, transfer tax information, any additional deeds or documents that would be recorded as part of this process. Once you verify the page, click on **calculate** to get a fee quote. The Fee quote will be loaded on the Loan Estimate Fee Management.

A screenshot of a web application interface for the 'Closing Cost Estimate Calculator'. The form contains several input fields: 'State' (CA), 'County' (Orange), 'Township' (San Juan Capistrano), 'Transaction' (Purchase), 'Transfer Tax Split' (Default), 'Loan File Name' (5000260329740), 'Service Title Agent' (Priority Title), 'Loan Amount' (300,000), and 'Purchase Price' (340,000). There is a checkbox for 'Are documents being recorded exempt from Real Estate Fraud Prosecution Trust Fund Fee?'. A red arrow points to the 'Calculate' button at the bottom right of the form. On the left side, there is a sidebar menu with options like 'Order DO', 'OB EPC - Product Pricing & Lock', 'Product Pricing & Lock', 'Get Fee Quotes', 'LodeStar Closing Cost Cal...', 'CoreLogic SmartFees', 'Loan Estimate Fee Management', 'Send Disclosures', and 'Disclosures'. The 'Get Fee Quotes' and 'LodeStar Closing Cost Cal...' options are highlighted with red boxes.

Corelogic Smart fees Quote.

Verify the property information, Loan purchase, Lien position, you should be able to verify all the fees needed are added or add additional fees for additional deeds or affidavits that needs to be recorded. Once completed use the **“Export to Encompass”** button to get the fees registered to the loan. The Fee quote will be loaded on the Loan Estimate Fee Management.

The screenshot displays the SmartFees application interface. At the top, a header bar contains loan details: Ken Customer, 2300 Empire Ave, Burbank, CA, 91504, GenWay Home Mortgage. Below this, a navigation sidebar on the left lists options like Loan Summary, URLA 2020, Order AUS, Product Pricing & Lock, Get Fee Quotes, LodeStar Closing Cost Cal..., CoreLogic SmartFees (highlighted with a red box), Send Disclosures, Disclosures, eSign, Submit Loan, and Order Appraisal. The main content area shows a 'File Summary' box with loan details (SmartFees ID: 112522834, Loan Purpose: Purchase, Lien Position: First, Loan Number: 5000260329571, Property Address: 2300 Empire Ave, Burbank, CA 91504) and a 'Fees' section with tabs for File Data, Questions, Fees (highlighted with a red box), SmartFees Reports, and Audit Log. A red arrow points to the 'EXPORT TO ENCOMPASS' button in the Fees section.

Loan Estimate Fee Management

The broker should use the loan estimate fee management page to verify the loan fees. The broker is able to add additional fees that were not pulled with the fee template or fee order. The broker should verify this page very well before moving to the next page to **Send Disclosure**.

Section A - Origination charges

The screenshot shows the 'A. Origination Charges' form. It includes fields for Loan Origination Fees (percentage or dollar amount), Application Fees, Processing Fees, Underwriting Fees, and Broker Compensation (percentage or dollar amount). There are also checkboxes for Bona Fide and Lender Paid Compensation. The total amount is displayed as \$0.00. A '+ Additional Fee Item' button is located at the bottom right.

Section B - Services You Cannot Shop For

B. Services You Cannot Shop For		Total: \$0.00
	Paid To Name	Amount
Appraisal Fee	<input type="text"/>	\$ <input type="text"/>
Credit Report Fee	<input type="text"/>	\$ <input type="text"/>
Tax Service Fee	<input type="text"/>	\$ <input type="text"/>
Flood Certification Fee	<input type="text"/>	\$ <input type="text"/>
VA Funding Fee	<input type="text"/>	\$ <input type="text"/>
		+ Additional Fee Item

Section B/C. Title Charges (Services Borrower Can/Cannot Shop For)

B/C. Title Charges (Services Borrower Can/Cannot Shop for)			Total: \$0.00
	Paid To Name	Can Shop	Amount
Settlement Fee	<input type="text"/>	☐	\$ <input type="text"/>
Closing Fee	<input type="text"/>	☐	\$ <input type="text"/>
Escrow Fee	<input type="text"/>	☐	\$ <input type="text"/>
Lender's Title Insurance	<input type="text"/>	☐	\$ <input type="text"/>
			+ Additional Fee Item

Section C - Services You Can Shop For

C. Services You Can Shop For	Total: \$0.00
+ Additional Fee Item	

Section D - TOTAL LOAN COSTS (A + B + C)

D. TOTAL LOAN COSTS (A + B + C)	Total: \$0.00
---------------------------------	---------------

Section E - Taxes and Other Government Fees

E. Taxes and Other Government Fees		Total: \$0.00
	Recording Fee	\$ <input type="text"/>
Transfer Taxes	<input type="text"/>	\$ <input type="text"/>
City/County/Stamps	<input type="text" value="Select One"/>	Transfer Tax \$ <input type="text"/>
State Tax/Stamps	<input type="text" value="Select One"/>	Transfer Tax \$ <input type="text"/>
		+ Additional Fee Item

Section F - Prepays

F. Prepays				Total: \$0.00
	Daily Amount	Number of Days	Total Amount	
Interest	\$46.39	X		= \$0.00
<hr/>				
	Paid To Name	Amount		
Mortgage Insurance Premium		\$		
<hr/>				
	Paid To Name	Monthly Amount	Number of Months	Total Amount
Homeowner's Ins Premium		\$65.00	X	= \$0.00
Flood Insurance		\$	X	= \$0.00
Property Taxes		\$205.00	X	= \$0.00
+ Additional Fee Item				

Section G - Initial Escrow Payment at Closing

G. Initial Escrow Payment at Closing				Total: \$0.00
	Monthly Amount	Number of Months	Total Amount	
Homeowner's Ins.	\$65.00	X		= \$0.00
Mortgage Ins.	\$	X		= \$0.00
Property Taxes	\$205.00	X		= \$0.00
City Property Tax	\$	X		= \$0.00
Flood Insurance Reserve	\$	X		= \$0.00
<hr/>				
	Paid To Name			
USDA Annual Fee		\$	X	= \$0.00
+ Additional Fee Item				

Section H – Other

H. Other			Total: \$0.00
	Paid To Name	Amount	
Owner's Title Insurance		\$	
Commission		\$	
Commission		\$	
+ Additional Fee Item			

Section I - Total Other Costs

I. TOTAL OTHER COSTS (E + F + G + H)	Total: \$0.00

Section J - Total Closing Costs

J. TOTAL CLOSING COSTS	Total: \$2,687.00
------------------------	-------------------

Calculating Cash to Close

Calculating Cash to Close

Third Party Payments Not Otherwise Disclosed	\$420,306.00
☐ Use Actual Down Payment & Closing Costs Financed	
☐ Include Payoffs in Adjustments and Credits (Purchase Only)	
Total Closing Costs (J)	\$2,687.00
Closing Costs Financed	\$0.00
Down Payment/Funds from Borrower	\$652,219.00
Deposit	\$550,000.00
Funds For Borrower	\$0.00
Seller Credits	\$0.00
Adjustments and Other Credits	\$0.00
Estimated Cash to Close	\$654,906.00

To Use the Loan Estimate Fee Management Page

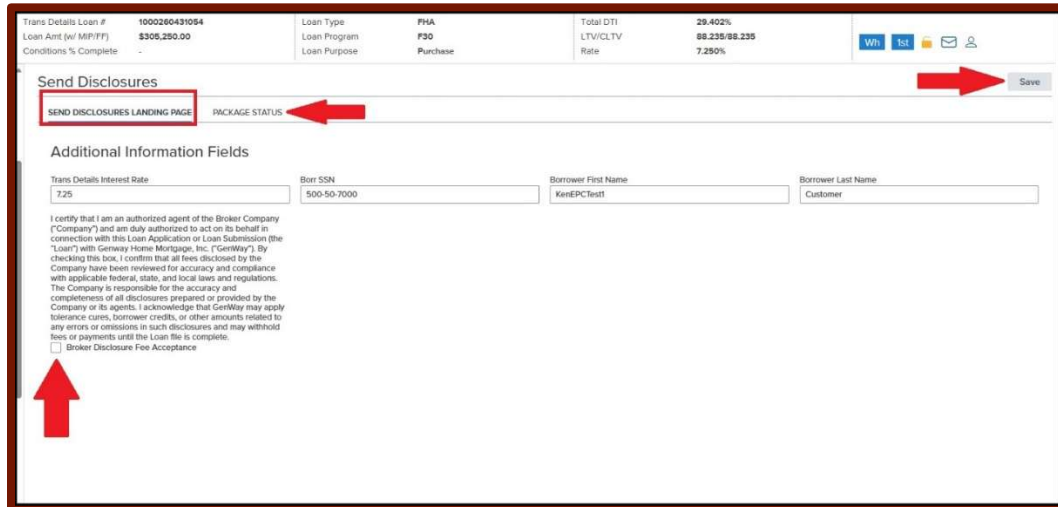
1. In the left menu, click **Loan Estimate Fee Management**.
2. Review and fill out any information needed.
3. To add additional fee items, click **+ Additional Fee Item**.
4. To delete an additional fee item, click **Delete**.
5. When you finish, click **Save** to save the changes.

Send Disclosure

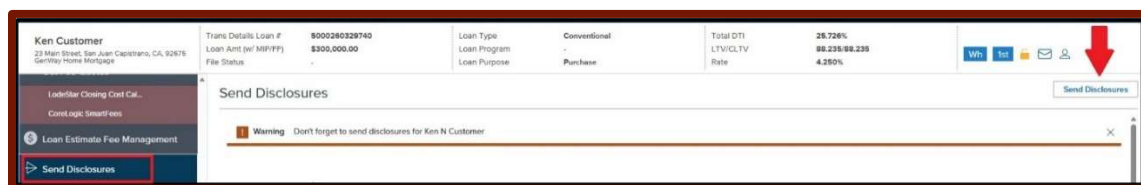
Once you have verified all loan information, get pricing, validated all fees on the Loan Estimate Fee Management screen and are ready to send disclosure.

Sending Disclosures Lending Page:

Review and accept the Broker disclosure fee acceptance page, click save. Click on Package Status to send the process of sending the disclosure.

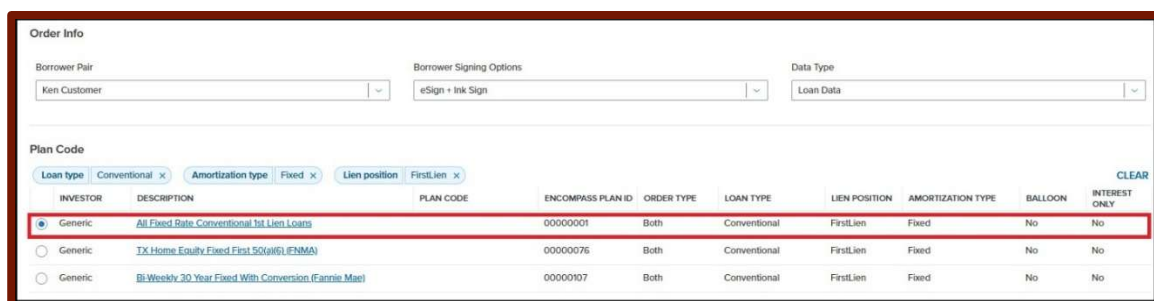


Click on the Send Disclosure button on the right-hand side of the screen, if there are any errors, you will be able to fix it before issuing a disclosure.



Plan Code

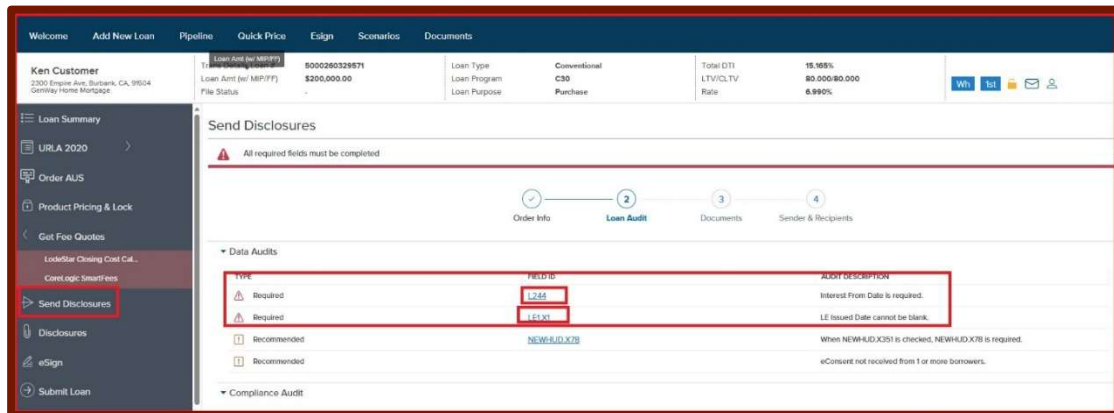
Select the appropriate document package for the loan product being registered, then click next on the bottom right-hand side of the screen.



INVESTOR	DESCRIPTION	PLAN CODE	ENCOMPASS PLAN ID	ORDER TYPE	LOAN TYPE	LIEN POSITION	AMORTIZATION TYPE	BALLOON	INTEREST ONLY
Generic	All Fixed Rate Conventional 1st Lien Loans	00000001	Both	Conventional	FirstLien	Fixed	No	No	
Generic	TX Home Equity Fixed First 500k (ENMA)	00000076	Both	Conventional	FirstLien	Fixed	No	No	
Generic	BI-Weekly 30 Year Fixed With Conversion (Fannie Mae)	00000107	Both	Conventional	FirstLien	Fixed	No	No	

Data Audit Error

If you miss a required item, the system will flag it during the audit step before sending the disclosure. All required fields will be listed, and you can click most field IDs to fix issues without leaving the page. Once all required items are resolved, you can send the disclosure. Recommended items do not need to be fixed.



Disclosure Package Review

Review the disclosure page before sending. Make sure all requirement documents are included, i.e. 1003-URLA Initial, Loan Estimate, Intent to Proceed, etc. If any document is missing, there is an issue within the URLA application section preventing the document from printing. Click Next on the bottom right-hand side of the screen.

Disclosures (36 Selected)				Add to eFolder Add Additional Documents	
☒	DOCUMENT TITLE	SIGNATURE TYPE	DOCUMENT TYPE		
☒	1003 - URLA Initial	eSignable	Standard Form		
☒	Borrower's Certification & Authorization	eSignable	eDisclosure		
☒	Borrower's Certification & Authorization_2	eSignable	eDisclosure		
☒	Loan Estimate	eSignable	eDisclosure		
☒	Acknowledgement of Receipt of Loan Estimate	eSignable	eDisclosure		
☒	Acknowledgement of Intent to Proceed	eSignable	eDisclosure		
☒	Affiliated Business Disclosure	eSignable	Standard Form		
☒	2015 Settlement Service Provider List	Informational	eDisclosure		
☒	Borrower Consent to the Use of Tax Return Information	eSignable	eDisclosure		
☒	IRS 4506C - Request for Transcript of Tax Return	Informational	Standard Form		
☒	Supplemental Consumer Information Form	Informational	eDisclosure		
☒	HUD Approved Homeownership Counseling Org List	Informational	Standard Form		
☒	Acknowledgement of Receipt of RESPA's Homeownership Counseling Organization List	eSignable	Standard Form		
☒	Privacy Policy - Affiliate No Out Out	Informational	Standard Form		

Send Button

Click the send button on the bottom right-hand side of the of the screen to send the disclosure out.

Name
Emily Reed

Email *
chihelo.nwanze@genwayhome.com

☐ When borrower does not access by

MM / DD / YYYY

RECIPIENT TYPE	FULL NAME	EMAIL *	PHONE	MESSAGE TO RECIPIENT	CONSENT STATUS
☒ Borrower	Ken Customer JR	Petronella.Chilala@GenWayHome	M: 512-524-9015	EDIT MESSAGE	☐ Not Sent
☒ Originator	Angel Berger	chihelo.nwanze@genwayhome.ci	W: 682-597-5239	EDIT MESSAGE	N/A

Note: if you are missing a document, needed for disclosure, do not disclose, call Partner Success for assistance or submit the loan and we will disclose the loan internally.

eSign

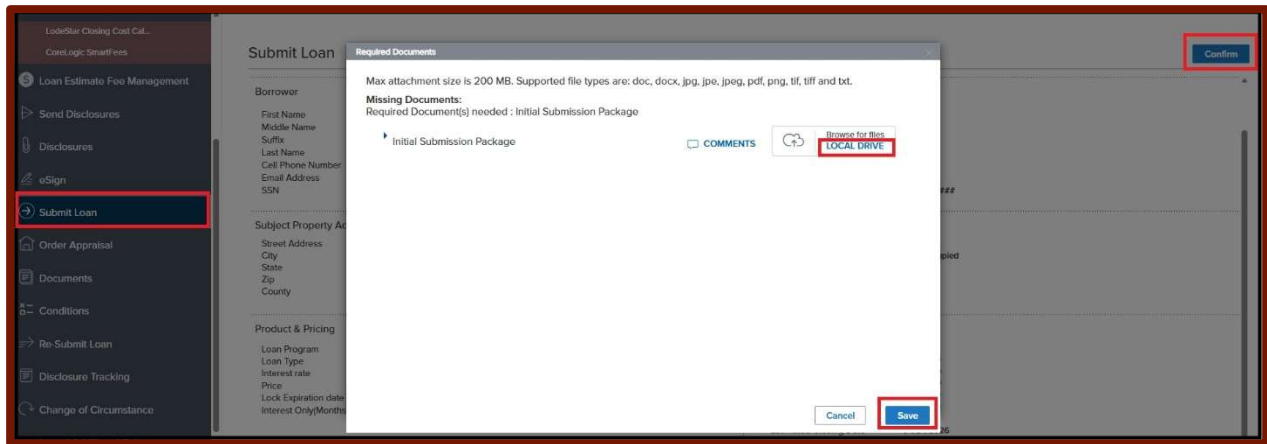
The broker is able to see the status of the borrower(s) signature status and also sign their own signature.

Submit Loan

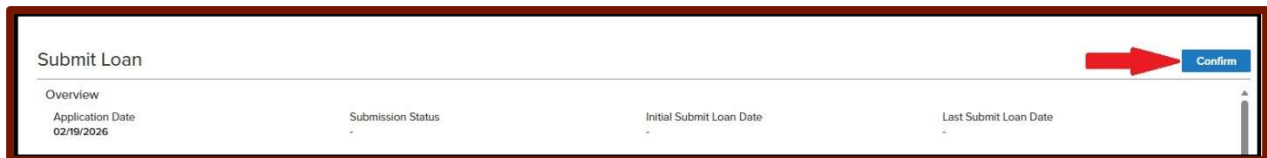
Once you have completed processing the loan, you can upload your submission package to the portal.

To Upload Documents:

1. Click on Confirm loan, in the pop-up window, upload the initial submission package.
2. Click save.



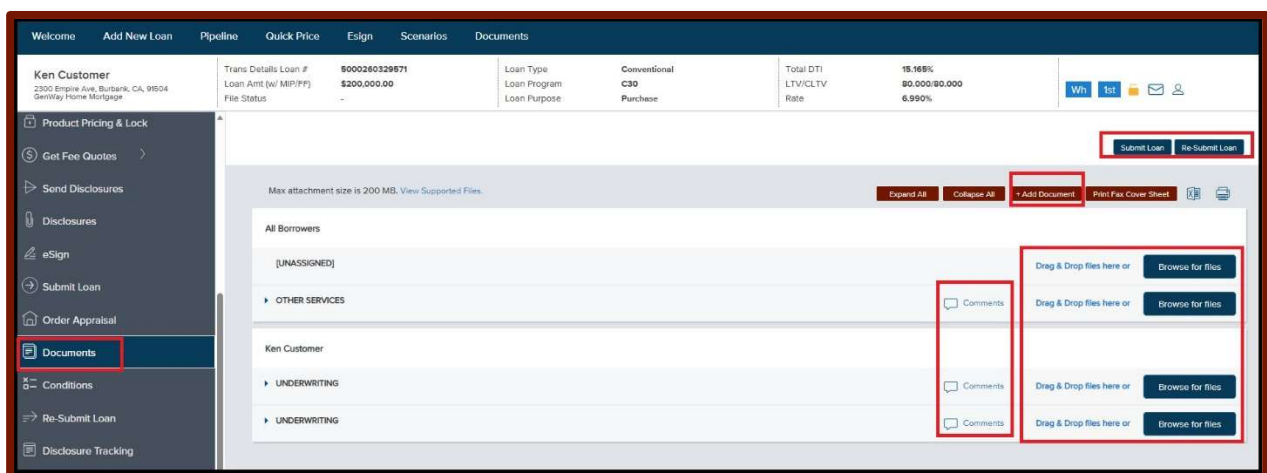
3. Click Confirm again to full submit the loan. once it is fully submitted, the submission status and initial submit loan date will be updated. Note: if it is blank, you have not submitted the loan.



Documents

You can use the document page to add documents needed for underwriting and provide comments for the underwriting team.

Note: After uploading additional documents, you are able to re-submit loan to add the additional documents to the loan.



Re-Submit Loan

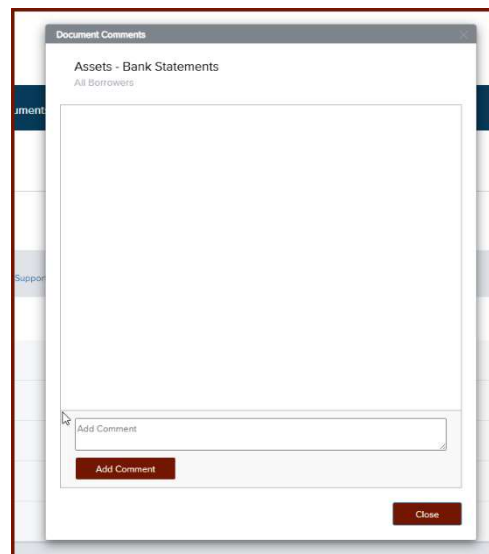
After submitting the loan, you may have to provide additional information to the lender. Once you have added this new information on the loan file, you can use the **Re-Submit** action to ensure that the loan is submitted to the underwriter.

Upload Additional Documents:

1. Navigate to the **Documents** page.
2. Review the documents already uploaded and indexed.
3. To add more documents, click **Add Document**.



4. Upload any additional or updated documents required for underwriting.
5. Add comments for the underwriting team if clarification is needed.



Note: Additional documents are indexed on the Documents page for easy tracking.

Important: DO NOT use the **"Unassigned"** folder. Upload documents into the **correct folders** so underwriting can easily review them. Proper document placement reduces

delays and confusion. Only upload documents that apply—ignore folders that are not needed

To Re-Submit the Loan to the Underwriter:

- 1 From a loan in Encompass TPO Connect, click **Re-Submit Loan** in the *Loan Actions* menu on the left.
- 2 On the confirmation window, click **Continue** to re-submit the loan.

Additional Loan Services

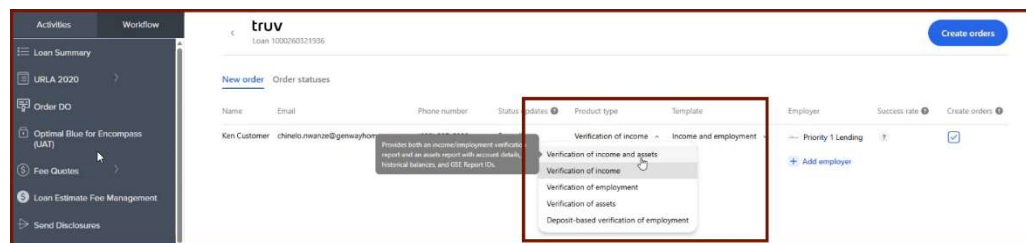
How to Place a TRUV Order

The below is a Step-by-Step process of initiating an income and employment verification request using TRUV services within the Arena Portal. This service directly contacts the Borrower via email and text message allowing them to log into their payroll provider to securely share their income data.

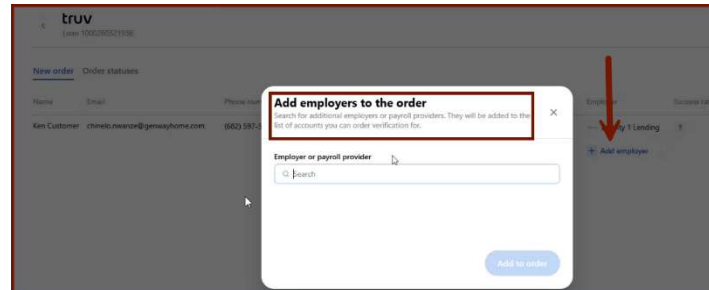
1. Once you have submitted your loan in Arena Portal, locate the left-hand navigation menu. Click on the **Additional Loan Services** Tab.
2. Click on **Verification of Income/Employment**. This action will launch the TRUV service interface directly within Dream Portal. No separate log in is required.



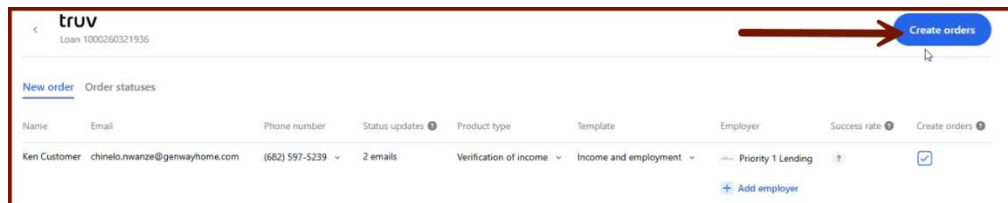
3. Under **New order**, The TRUV order screen will automatically pull in the Borrowers' details, including their name, email address and phone number. The product type will default to **Verification of income**, and the template will be set to **Income and employment**.



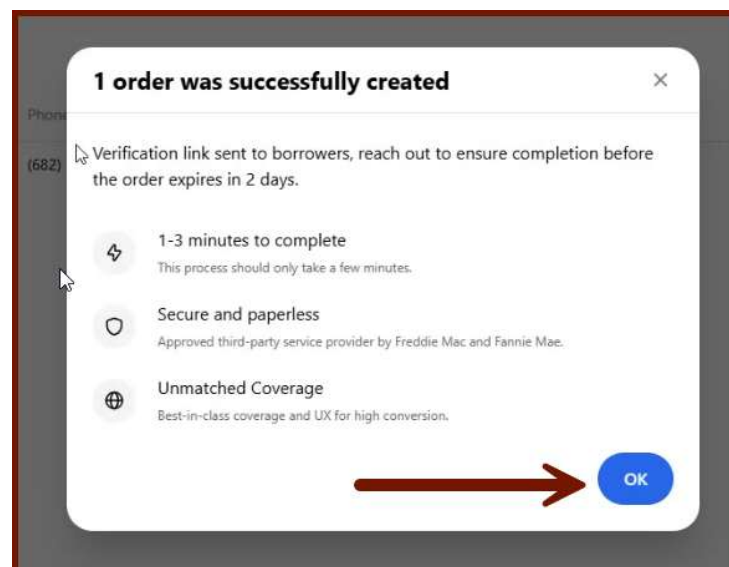
- If the Borrower has multiple jobs or if you need to verify previous employment (e.g. employment history of less than two years) you can add another employer. Click the **+ Add employer** link below the current employer listing to include additional employment details. A pop-up box will appear to **add employers to the order**.



- Once you have verified the Borrower's information and added any necessary employers, click the **Create orders** button located on the right side of the screen.

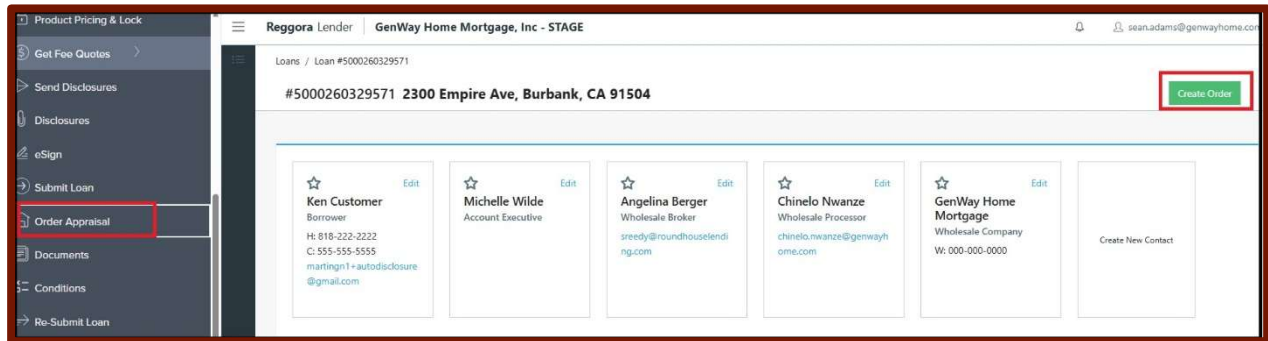


- A confirmation pop-up will appear stating that the **order was successfully created**. This confirms that the verification link has been sent to the Borrower. Click **OK** to close the pop-up.



Order Appraisal

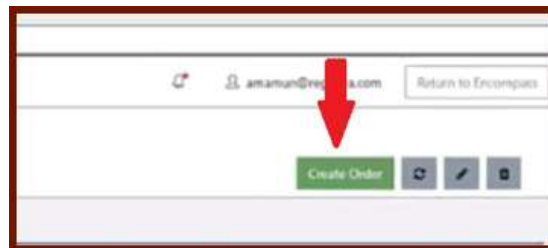
Navigate to the Order Appraisal page to order appraisal when ready, a broker can return to this section at anytime during the loan process to order an appraisal. Use the create order button on the top right-hand side of the screen.



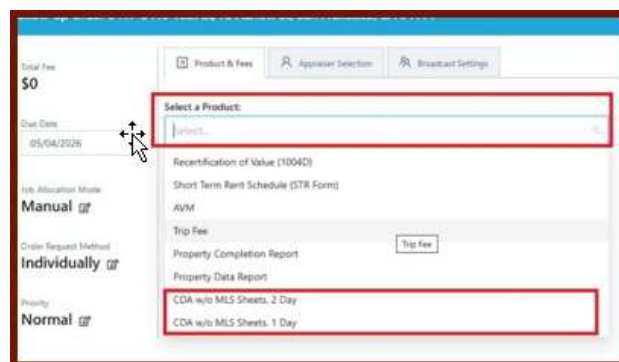
CDA Order through Reggora

Below are the steps on ordering Collateral Desktop Analysis reports through Reggora. It outlines how to select the appropriate product, assign the appraisal company, manage borrower payment options and complete the order set up.

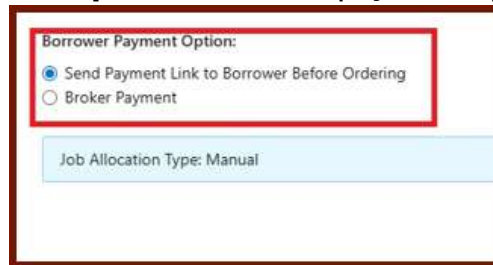
1. To place a new order, click on **Create Order** at the top right-hand side of the screen if no other order has been created for that loan.



2. On the **Select a Product** section, select the correct **CDA product** to order.



- Under **Borrower Payment Option**, select the payment option for the order.



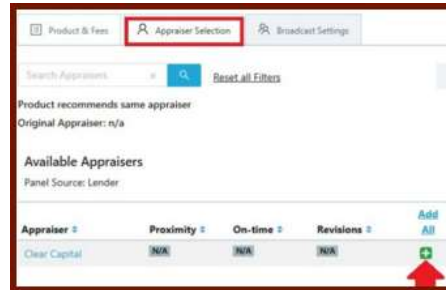
Borrower Payment Option:

☒ Send Payment Link to Borrower Before Ordering

☐ Broker Payment

Job Allocation Type: Manual

- Select the **Appraiser Selection** tab to add Clear Capital as the appraisal company for the order.



Product & Fees | **Appraiser Selection** | Broadcast Settings

Search Appraisers: [Search] [Reset all Filters]

Product recommends same appraiser

Original Appraiser: n/a

Available Appraisers

Panel Source: Lender

Appraiser	Proximity	On-time	Revisions	
Clear Capital	N/A	N/A	N/A	

- Click **Create** order once all selections have been made.

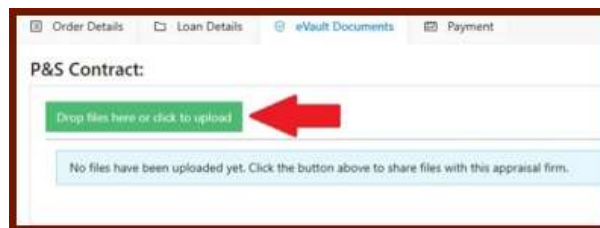


Selected Appraisers

Appraiser	Proximity	On-time	Revisions	Remove
Clear Capital	N/A	N/A	N/A	

Cancel **Create**

- On the order, click on eVault Documents and add the Appraisal that should be used for the CDA order.



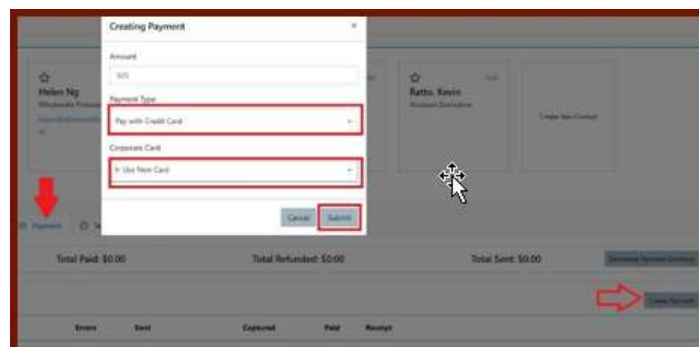
Order Details | Loan Details | **eVault Documents** | Payment

P&S Contract:

Drop files here or click to upload

No files have been uploaded yet. Click the button above to share files with this appraisal firm.

- If Broker payment option was chosen, click the **Payment** tab, click on **Creating Payment**, and click on **Pay with Credit Card** and **Submit** to be able to pay.



Creating Payment

Amount: \$0.00

Payment Type: **Pay with Credit Card**

Corporate Card: **Use New Card**

Cancel **Submit**

Total Paid: \$0.00 Total Refunded: \$0.00 Total Saved: \$0.00

Errors | Text | Captured | Paid | Receipts

Pop-up Screen

On the pop-up screen you are able to select Product and a specific AMC on the Appraiser Selection page. On the left-hand side you are able to switch Job Allocation Mode from Manual to Automatic if you do not want to select a specific AMC. Click Create once done.

Viewing Documents

Once the loan has been underwritten, you can view the conditions that have been added in the Conditions section of the Docs & Conditions page. There you can view condition details and add documents to satisfy the conditions.

To View Conditions:

- 1 On the menu on the left, click the **Conditions** link.
- 2 Click the **Expand Icon** () to view the condition details.

When you are finished adding supporting documents, click **Ready for Review** to indicate that the conditions have been satisfied.

- 3 Click **Notify Lender** to notify the Investor that there are conditions ready for review.

Disclosure Tracking

The Disclosure Tracking page provides you with disclosure timelines, tracking dates, and the latest disclosure details. The information on this page is populated by the Lender and provides important dates related to the Compliance Timeline, Loan Estimate (LE) Tracking, Closing Disclosure (CD) Tracking, eConsent Tracking, eSigned Tracking, and more.

To Review Disclosure Tracking:

- 1 On the menu on the left, click the **Disclosure Tracking** link.
- 2 You are able to track the loan process on the tracking page, from application date, LE date, ITP, CD tracking, Etc.

Change of Circumstance

After submitting the loan, you may need to change loan information. When certain loan information changes, such as the loan type or loan program, a new disclosure is required. Use the Change of Circumstance action to re-submit the updated loan for review.

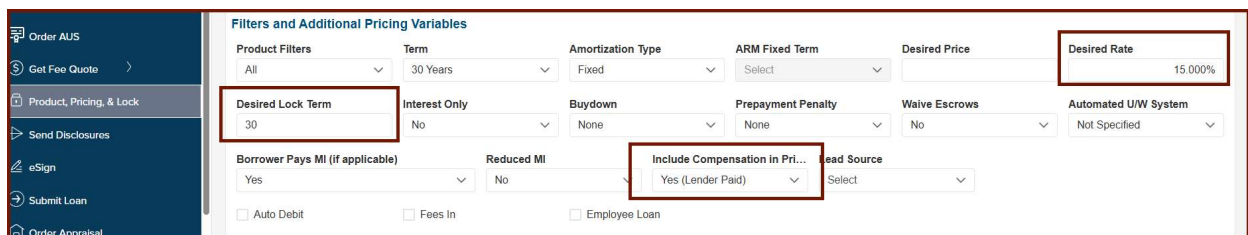
To Re-Submit the Loan to the Underwriter Due to a Changed Circumstance:

1. Click the **Change of Circumstances** button in the Loan Actions section on the left menu.
2. On the Change of Circumstance page, select a description of the circumstance from the Changed Circumstance drop-down list.
3. Ensure that all of the required information has been entered and the required documents have been attached, and then click the **Change of Circumstance** button. (Required fields are marked with a red asterisk. *)

Profile Change

Below are the steps on how to complete a Profile Change. This outlines how to verify and update key loan parameters on a locked loan and how those changes can automatically generate a COC for compliance and underwriting review.

1. Once the loan is open, navigate to the **Product Pricing & Lock** section from the left-hand menu.
2. **Modify Loan Parameters** Scroll down to the **Filters and Additional Pricing Variables** section. You can update various parameters such as the Desired Rate, Desired Lock Term, or Compensation type.
3. **Update Compensation (If Applicable)** If your loan program allows, you can switch the compensation type (e.g., from Lender Paid to Buyer Paid).



Search for eligible products in Product and Pricing

1. After updating the parameters, click the **Search** button.
2. The system will display a list of Eligible Products based on your new criteria, showing the updated rates, prices, and discount/rebate information.
3. Review the eligible products and click the **Select** button next to the desired loan program (e.g., changing from a W30 to a C30 program).

Eligible Products (4)		Rate ↑↓	Price ↑↓	Discount/Rebate ↑↓	Lock Days ↑↓	P&I ↑↓	
☐	FHLMC Conforming 30 Yr Fixed (C30LP)	7.500%	100.666	-0.666% (\$2,498)	30	\$2,622	Select
☐	FNMA Conforming 30 Yr Fixed (C30)	7.500%	100.666	-0.666% (\$2,498)	30	\$2,622	Select
☒	Wayfinder NonQM 30 Yr Fixed - EG (W30)	7.500%	99.825	0.175% (\$656)	30	\$2,622	Select
☐	Contender NonQM 30 Yr Fixed - EG (R30)	7.500%	99.075	0.925% (\$3,409)	30	\$2,622	Select

Change Request Details in Product and Pricing

1. A Change Request Details screen will appear, comparing the original values (Value as of [Date]) with the Changed Values.

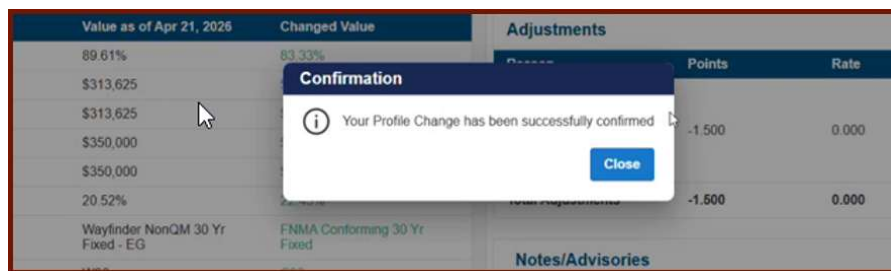
- Review the adjustments and notes carefully to ensure accuracy. Once verified, click the **Submit** button.



Field	Value as of Apr 21, 2026	Changed Value
LTV	89.61%	83.33%
Base Loan Amount	\$313,625	\$375,000
Total Loan Amount	\$313,625	\$375,000
Appraised Value	\$350,000	\$450,000
Purchase Price	\$350,000	\$450,000
DTI Ratio	20.52%	22.45%
Product Name	Wayfinder NonQM 30 Yr Fixed - EG	FNMA Conforming 30 Yr Fixed
Product Code	WQ0	C30

Reason	Points	Rate	Margin
LTV is 80.01-85. And Non-Standard Loan Term (Months) is > 15 Years, And FICO is 700 - 719, And Loan Purpose is Purchase	-1.500	0.000	0.000
Total Adjustments	-1.500	0.000	0.000

- A confirmation popup will appear stating "Your Profile Change has been successfully confirmed." Click **Close** to complete the process.



Confirmation

 Your Profile Change has been successfully confirmed

Close

Important: Note that significant profile changes may automatically trigger a Change of Circumstance.

Adding Documents

As you work to process your loan, you will need to add documents to complete the loan package. If you upload a document to the unassigned section, and the loan has unfulfilled conditions, a Conditions window displays to enable you to fulfill the conditions with the uploaded document.

NOTE: Access to the Documents and Conditions section is controlled by the lender's Encompass administrator. The actions you are allowed to perform and the types of documents and conditions that are provided here by default are also controlled by the Lender's Encompass administrator.

To Add Documents to the Loan:

- On the menu on the left, click the **Documents** link.
- Click the **Browse for files** button or you can **Drag and Drop the files**.

- 3 On the Document View Settings dialogue box, select a borrower pair and then select a document from the **Documents** list.
- 4 Click **Save** to add the document(s) to the list on the Documents page.
- 5 Drag and drop the document file to the document entry in the list or click the **Browse for files** button to select a file to attach to the document entry. The document is now included in the Documents.

To Assign Unassigned Documents on Upload:

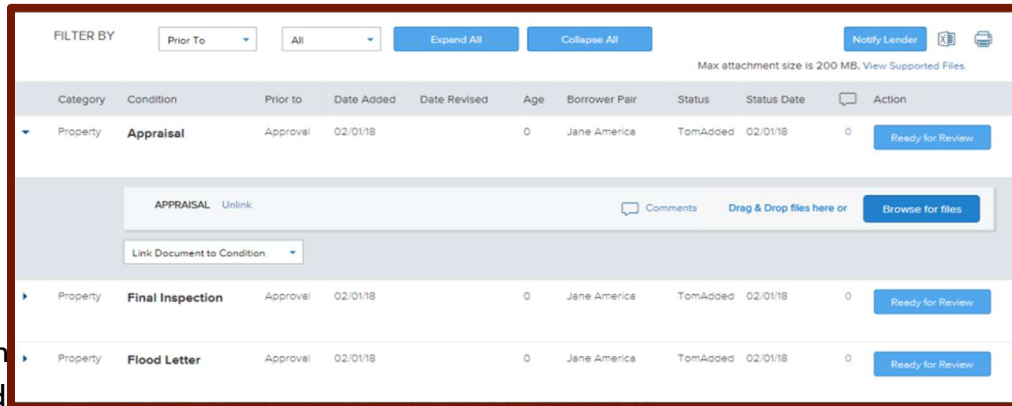
- 1 On the menu on the left, click the **Add Documents** link.
- 2 Drag and drop a document to the Unassigned section or click **Browse for files** and select the file to upload.
- 3 Once the upload is completed, the Conditions pop up display.
- 4 If the document satisfies one or more conditions, select the conditions that the document satisfies.
- 5 After selecting the conditions that are fulfilled, click **OK** to satisfy the condition with the document, or click **Notify Lender** to satisfy the condition and indicate to the lender or investor that the condition is ready for review.

Viewing Conditions

Once the loan has been underwritten, you can view the conditions that have been added in the Conditions section of the Docs & Conditions page. There you can view condition details and add documents to satisfy the conditions.

To View Conditions:

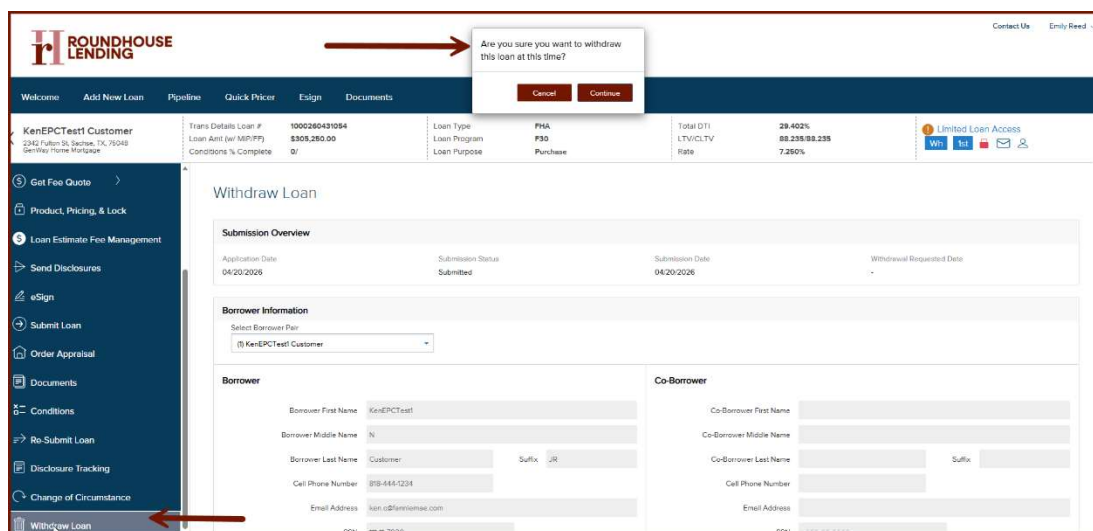
1. On the menu on the left, click the **Conditions** link.
2. To filter conditions, click the Filter By drop down, and then select **Category**, **Status**, or **Type**.
3. Click the **Expand Icon** () to view the condition details.
 - a. When you are finished adding supporting documents, click **Ready for Review** to indicate that the conditions have been satisfied.
4. Click **Notify Lender** to notify the Genway that there are conditions ready for review.



1. When you see a condition ready for review, click **Ready for Review** to notify us that there are conditions ready for review.
2. Click **Notify Lender** to notify us that there are conditions ready for review.
3. Click **Re-Open** to add additional documents to satisfy the condition.

Withdraw Loan

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.



Version History

Version #	Version History	Completed By	Date Published
1	Created	Chinelo Nwanze	3/24/2026
2	Updated	Chinelo Nwanze	4/24/2026
2	Branded	Mackenzie Royer	4/27/2026
3	Updated	Elena Sequeira	5/14/2026
4	Updated	Elena Sequeira	5/29/2026
5	Updated	Liz Hill	9/2/2021