

Breech, Mariana

From: CLD ABQ
Sent: Wednesday, December 02, 2020 10:57 AM
To: CLD ABQ
Subject: CHL, Non-Delegated Lenders Announcement: New CHL Staffs & Updated UW Checklist
Attachments: CLD Pre-Underwriting Checklist.pdf



TO: Non-Delegated Correspondent Lenders
FROM: Jason Kershaw, Operations Manager
DATE: December 2, 2020
RE: Underwriting

2020 has been interesting to say the least! With that, we'd like to announce a few changes to our Underwriting staff, turn times and a request to help us, help you!

We are very pleased to announce that we've hired a new Correspondent Underwriting Manager, two new Correspondent Underwriters and support staff, if you haven't had a chance to meet them yet, you will! We are very excited to have them on the team. You may have noticed that the turn times are already half of what they were when they joined.

Below are a few tips and a new requirement to get your loans through Underwriting faster and with fewer resubmissions.

- We've created a pre underwriting checklist, its attached here. The checklist will be required with every new submission, loans submitted without the checklist will be removed from the queue.
- Make sure your **files are thoroughly processed**. Files with multiple missing documents will be placed at the end of the queue. (Checklist will help ensure all are present) We can better serve you and your clients with quicker turn times by keeping our underwriting queue clean with only files that are complete and ready to be underwritten.
- Make sure your file uploads are in order and that complete files are submitted.
- If you have a scenario that needs attention, please send directly to the Underwriting helpdesk @ CLDUW@houseloan.com
- We will take files in the order that they are received; giving precedence to purchase transactions as long as the Checklist is present, if it's missing, the loan will be removed from the queue until its received.

As always, your business is greatly appreciated. If you have questions regarding these issues, please contact me at jkershaw@houseloan.com.

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