Equity 247 Quick Reference Guide

Table of Contents

Loans come into Equity 247 in one of three ways. This will change your first steps.

You Take an In-Person or Phone App with E247

1. Go to E247 and add a New Loan.
2. Fill out the application details and save changes.
3. Send the invite link to the borrower and add any follow ups you will need.
4. Export the loan into Encompass. It will auto import within fifteen minutes.

Borrower Applies Online with Equity 247

1. Once the borrower completes the app, look over declarations, and get the credit file number.
2. The loan will automatically import into Encompass.
3. In Equity 247— add follow ups for documents you will need.

You Send a Loan from Encompass to E247

1. Once you have the app completed, submit a "post submission loan" to have the borrower set up their portal.
2. Go into E247 and add any follow ups you need to the borrower's loan.

The Loan Is Sent to Disclosures

1. As long as the borrowers have set up their portal the loan is submitted to disclosures by completing the disclosures milestone.
2. The borrower and LO sign disclosures from Equity 247
3. All other follow up requests go through Equity 247 as well.

Borrower Application

The core of Equity 247 is the online application. When a borrower applies online they can finish the application at their own pace. The guided, easy-to-follow app takes around 15 minutes for most of our borrowers, and gathers a trove of useful information. If you have your borrowers apply online you will get a complete app, and, quite often, some loan documents right up front.

Sending the Link

Your link to your online app is on your website already, but you should put it in your email signatures, your social media profiles and anything else you use to communicate effectively online. All links are put together the same way. This is to make it easy to remember for you and your borrowers.

apply.callequity.net/FirstnameLastname

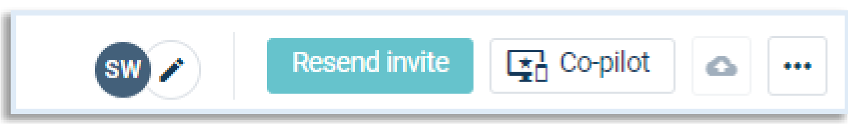
Your Link

So if your name is Carl Sagan
your link would be
apply.callequity.net/CarlSagan

Borrower Application Steps

Once the borrower clicks your link they are prompted to add an account. When they do they will go through the application screen by screen., Most screens are so easy that borrowers are unlikely to have questions, but see "Co-Piloting" below if they do.

Co-Pilot

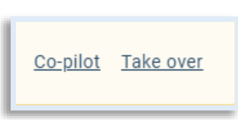


Click Co-Pilot in the bar at the top of the page open a window into the borrower's view. When you click it you will see exactly the screen the borrower does. This is helpful if the borrower gets stuck while applying or needs help with something like a follow-up further along in the process.

What If The Borrower Doesn't Finish the App?

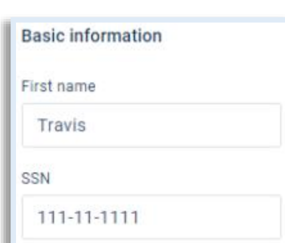
If the borrower doesn't finish the application it will show up as "In Progress" instead of "complete" in the pipeline. If you want to pull it into Encompass before they're done there are just a few steps.

1. Go to the Application tab and "Take Over"

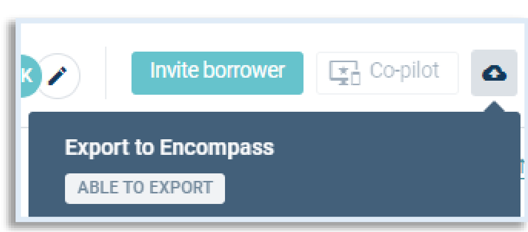


Confirm that you want to take over on the popup.

2. Make sure there is a SSN in for all borrowers and click save



3. Click the cloud then export—the loan will be in Encompass within 15 minutes



Co-Borrowers

When an app comes into Equity247, no matter how it comes in, if there is a co-borrower they have to be invited into the app experience by the primary borrower. Some of the steps in this section will be covered later, but the details about co-borrowers that you may need to reference later are below.

Four ways to add a co-borrower

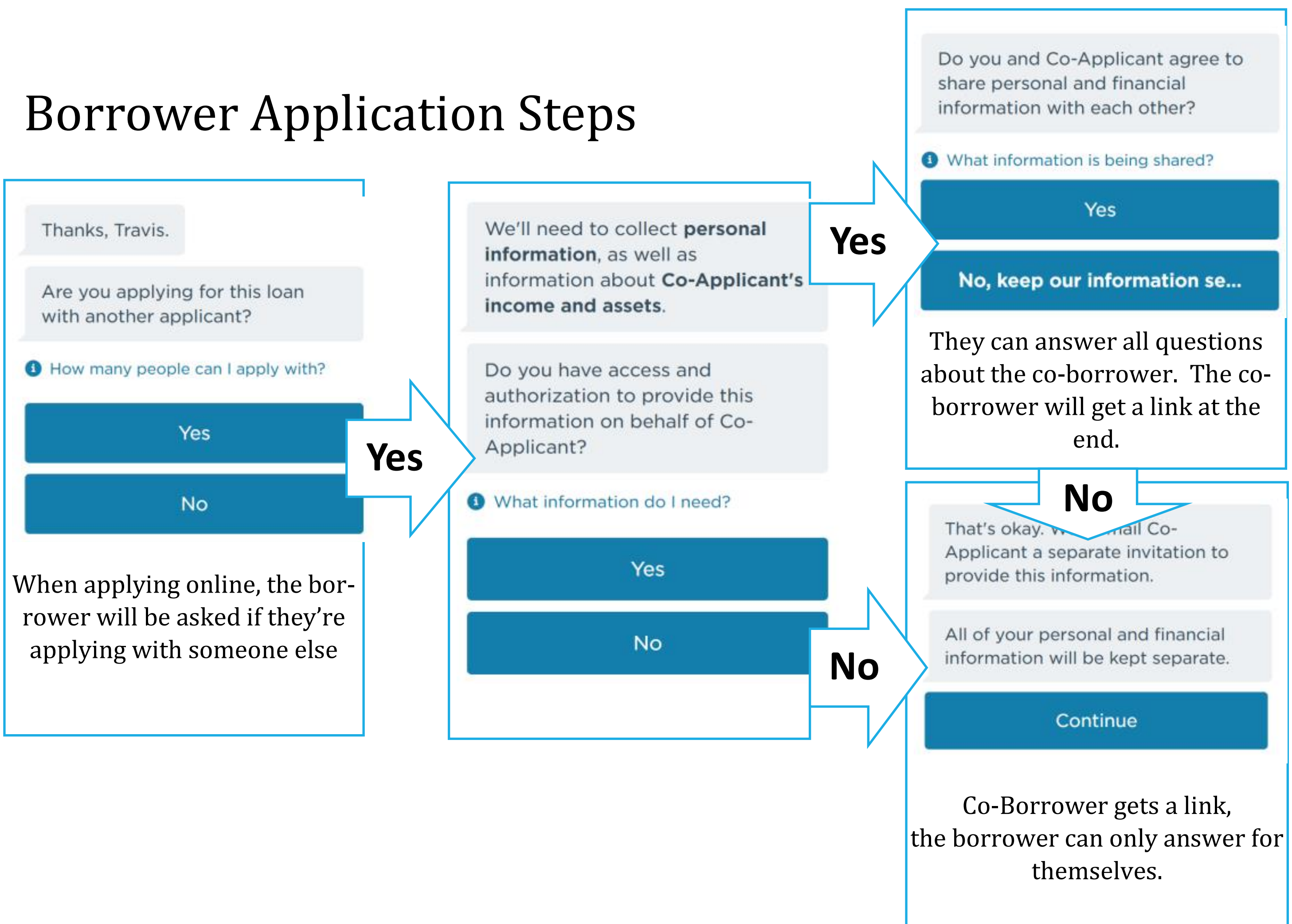
Borrower Applies Online — The primary borrower invites the co-borrower during the application

You take the app for your borrower and send an activation link — The primary borrower gets the link and invites the co-borrower. Any information you filled in for the co-borrower is automatically included, and "Are you applying for this loan with another applicant?" is automatically "Yes"

You submit a post-submission loan from Encompass — The co-borrower will be invited to sign in to the portal after the primary borrower completes their initial steps. If the borrowers have the same email there won't be a separate invitation.

You add a borrower in Encompass after the loan is already synced — When the loan is already connected to Encompass after you add a co-borrower you just need to sync the file and the new borrower will be sent an activation email.

Borrower Application Steps



When applying online, the borrower will be asked if they're applying with someone else

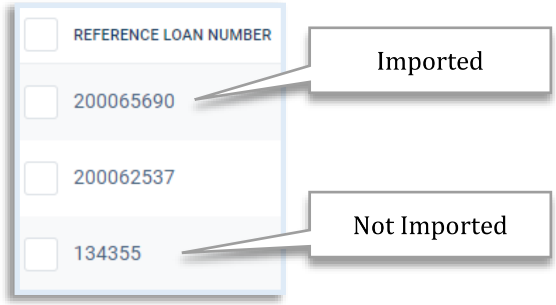
They can answer all questions about the co-borrower. The co-borrower will get a link at the end.

Co-Borrower gets a link, the borrower can only answer for themselves.

Importing a Loan into Encompass

Loans are imported into Encompass automatically when they're available. The process can take up to 15 minutes from the time the borrower completes the application or you click **export**.

From the e247 pipeline you can tell if a loan has been imported from the "Reference Loan Number". Any number that starts with "2000" has already been sent over. If the number starts with anything else then something will need to be finished on this file for it to come over.



What To Do If A File Isn't Importing

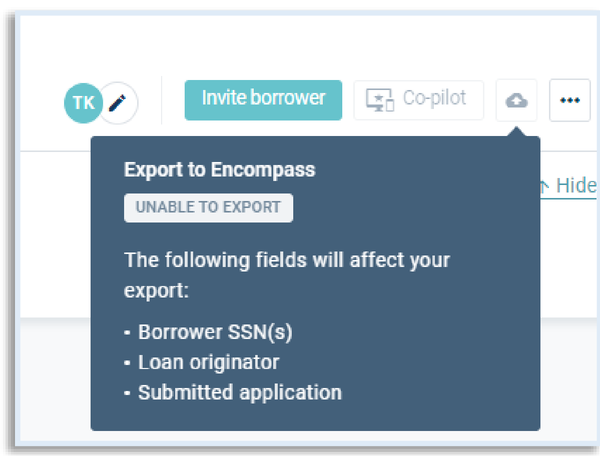
There are a few reasons that a file won't import—and they mostly depend on how they have been added into Blend.

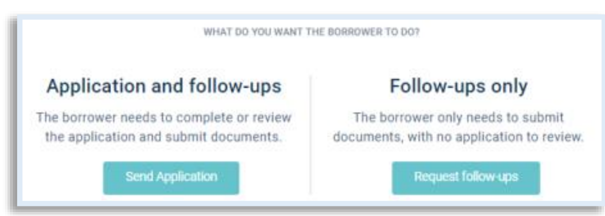
Borrower Applied Online

- If a borrower completes their application the system will import the loan.
- If you see that a loan is "in progress" it won't import until the borrower completes the app. If there is more than one borrower it will not import until both have completed.
- If all borrowers haven't finished the app and you want to import the file early follow the "What If The Borrower Doesn't Finish the App?" instructions on the previous page.

You Start The Application in e247

- When you have finished adding all of the borrower's details click the "Invite Borrower" button on the ribbon above.
- Click "Request Follow-ups" under "Follow-ups only", then click "Invite Borrower" on the next page.
- On the ribbon click the cloud button next to Co-pilot to export. If it says "Unable to Export" go back to the application tab and make sure all borrowers have a social security number.

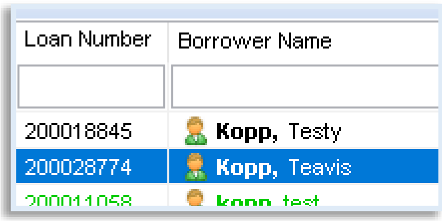




Moving a Loan from Encompass to Equity 247

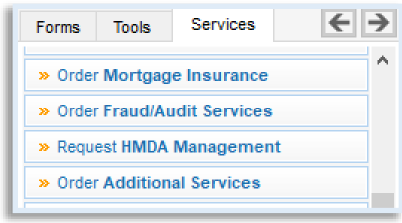
1. Make a New Loan

Open Encompass and go to the loan file



2. Order Addt'l Services

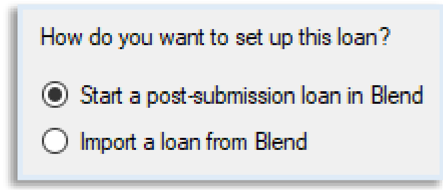
Go to "Services" then "Order Additional Services"



Then choose "Blend" and click Submit

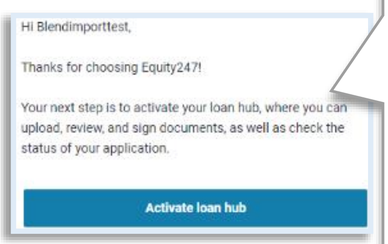
3. Post-Submission

Click "Start a Post-Submission Loan in Blend"



Then click Submit

What the Borrower Sees With a Post Submission Loan

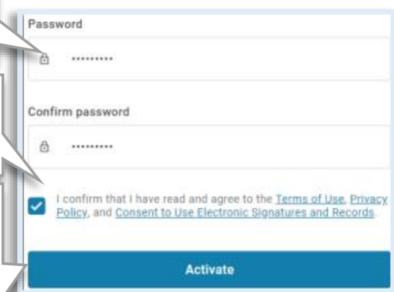


When you send a post-submission loan the borrower gets an email with this button. If there is a co-borrower theirs will not be sent until the borrower sets up their portal.

They will be asked to set up a password.

They must click eConsent before they can activate.

After they activate and confirm their details they are all set.



Encompass Borrower Sync

Once a loan has a connection between Encompass and Equity247 all changes to the loan file will happen in Encompass. If you change something about the loan (especially adding or removing borrowers) in Encompass it is important that you sync the two systems. You should sync any time you change borrower information, but see below for steps when adding or removing borrowers.

Sync the File with Blend

In the Encompass loan click **Services** and then **Order Additional Services.** Then click **Blend** and **Submit**. Once the Blend screen pops up the file is synced.

Adding a New Borrower as any kind of Co-Applicant or Changing Borrower Pairs

Sync the File with Blend. Add all the information you have for the new borrower, or change pair positions, and sync again.

Change the primary borrower to a new borrower

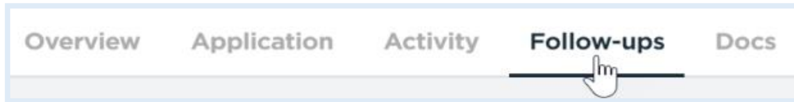
Sync the File with Blend. Add all the information you have for the new borrower as a co-borrower and sync again. They must be added as a non-primary borrower and synced before you change the primary borrower. After the loan is synced you can change the borrower and sync again.

Whenever A Borrower Is Removed Or a Borrower Pair is Changed—an email may go out saying a borrower was removed. If you didn't remove someone the system may have temporarily to make a borrower pair change. Your borrowers may call concerned, but if they're still on the loan when you check then there is no cause for alarm.

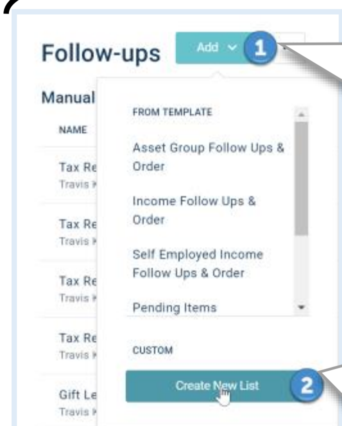
Follow Ups, Explained

Follow ups replace emails in asking the borrower for their documents and signatures throughout the process. This replaces the “Send” function in Encompass’ eFolder, and it replaces the borrower web portal through Encompass. It doesn’t replace customer service and a personal touch. You *can* and *should* still communicate with the borrower directly about any questions they have, and if your borrower is uncomfortable with any kind of online sharing of their information, you will still want to physically receive their documents.

Sending Follow Ups

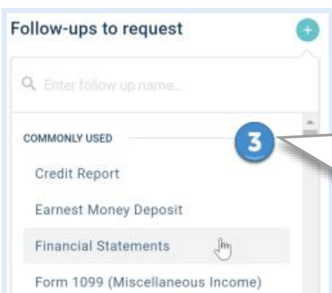


Start a Follow Up



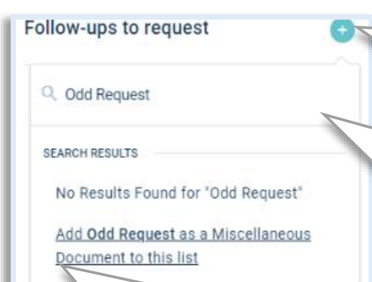
From the follow-ups tab in the loan click on the add button.

Click on the Create New List button to start a new follow-up to the borrower.



Choose the type of follow up from the list, or search above.

Add a Custom Follow Up

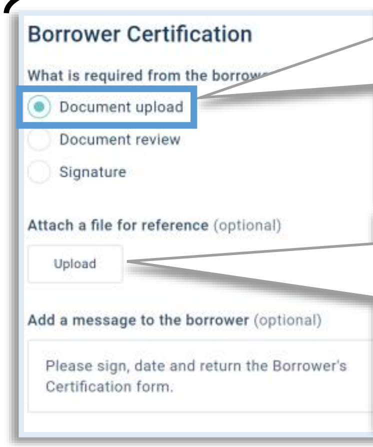


Click here.

Type in the name of the custom follow up you want

Click to add it as a Miscellaneous Document follow up.

Simple Follow Ups

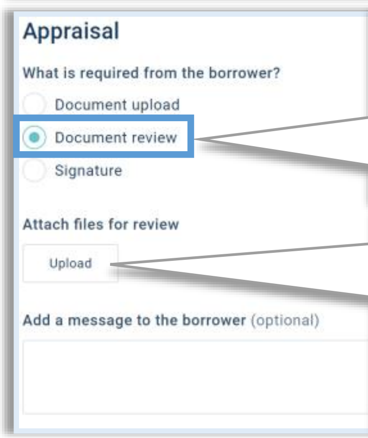


Document Upload

Asking the borrower to upload some document they have.

Reference

Rarely used, an example document in case the borrower may be confused.

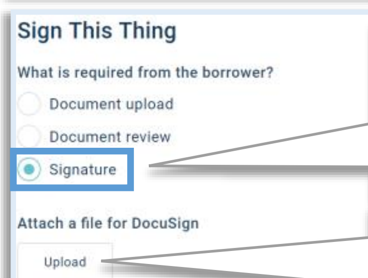


Document Review

A secure way to send the borrower a document for their information.

Upload

Click this and upload the document you want the borrower to review.



Signature

Send a document for the borrower to sign.

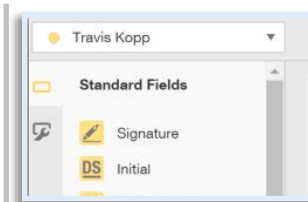
Upload

Attach the PDF to sign here. See next page for more on Docusign.

Docusign

When you click "Setup e-signature" Docusign will open with the following options.

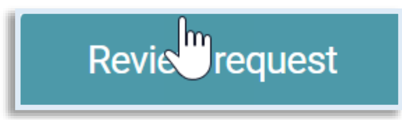
To Add a Signature drag it from the boxes on the left into the document on the right.



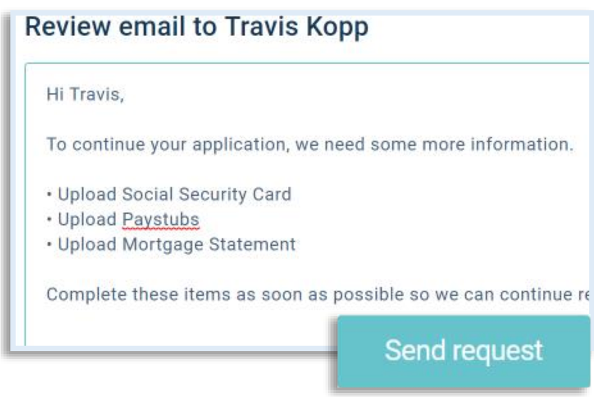
You can add the co-borrower's sig by changing the name at the top.

When you're done click "Send" in the top right corner.

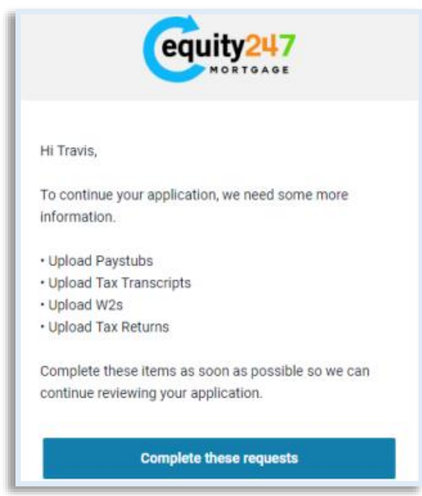
Send the List



When you're finished with adding follow ups click Review Request.



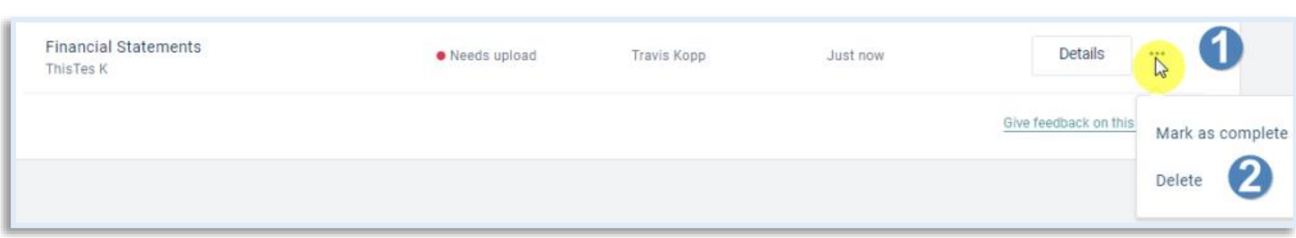
This will bring up the email that goes to the borrower asking them to sign and upload documents. This email can be edited by clicking in the box and typing. When you are satisfied with the email, click "Send Request"



This is what the borrower receives

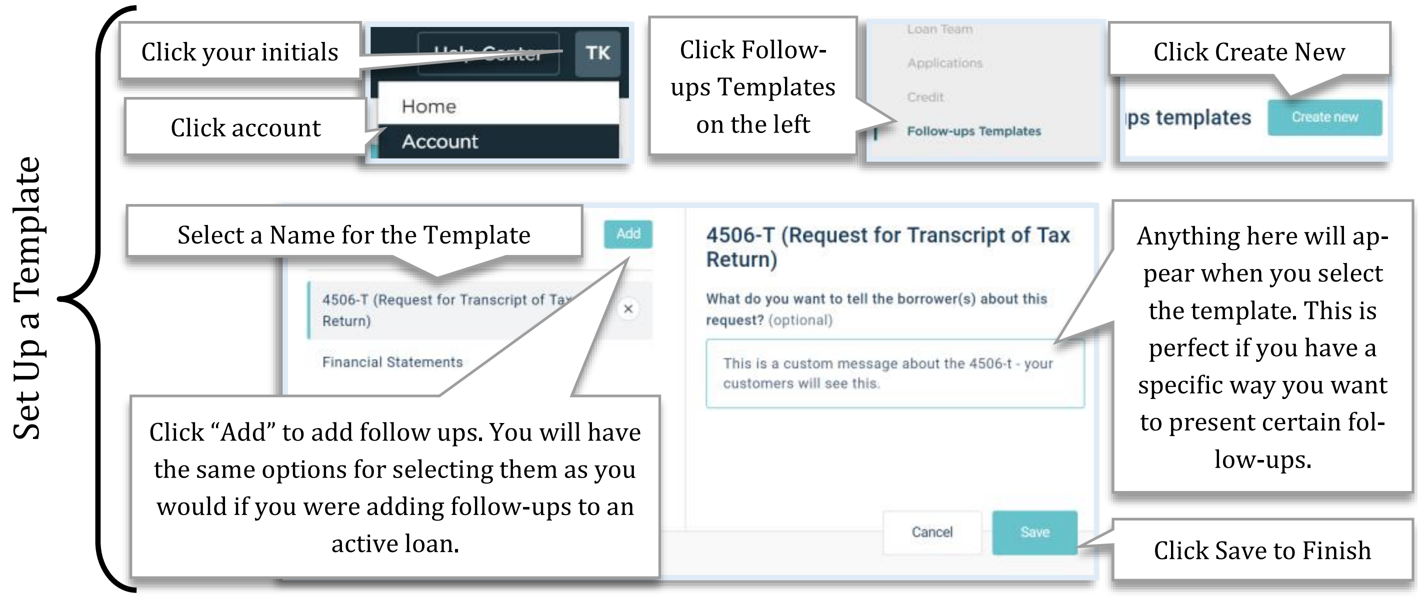
Removing Follow Ups

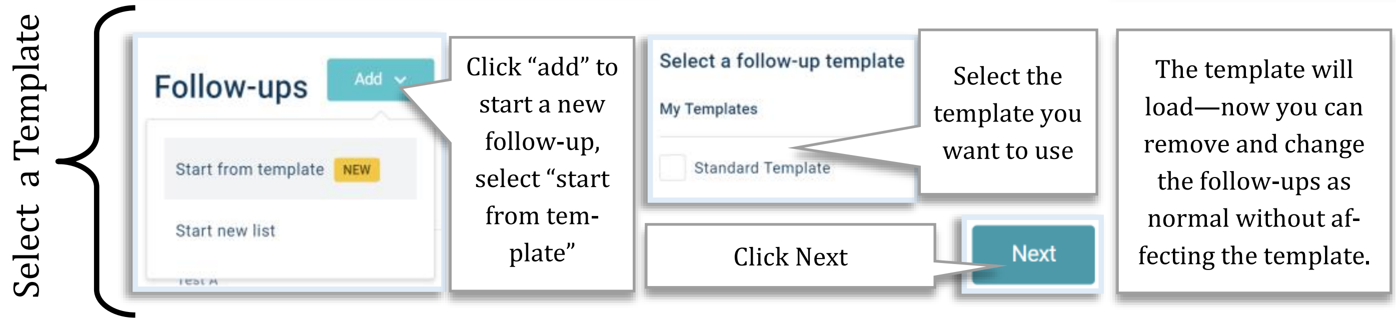
Each follow up will be a task for your borrower to complete. Sometimes you may receive a task outside the portal though (like if the borrower comes into your office), and sometimes you may no longer need the item. In either case you just go to the follow-ups tab and click the 3 dots next to details. Select "Mark as Complete" or "Delete". This item will no longer be on the borrower's list.



Follow-ups Templates

Follow-ups Templates can save you time—they let you save a list you can use later as a starting place when sending follow-ups. They save everything from the items you're requesting to the message you send to the borrower. See below for a step-by-step on setting them up and using them.



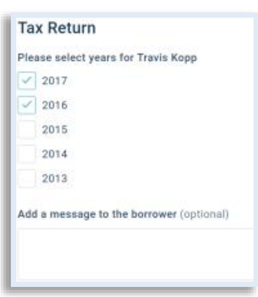


Specific Follow Ups

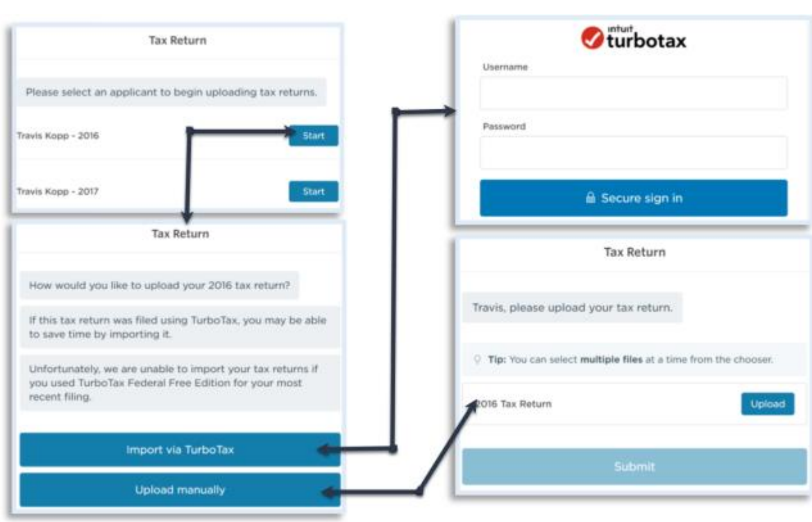
Most follow ups are the same as the "Simple Follow Ups" on the previous page, but the ones below are all a little unique.

Tax Return

When you send a Tax Return follow up the borrower will get the option to import their Tax Returns with Turbo Tax, or just upload them manually.



What You See



What They See

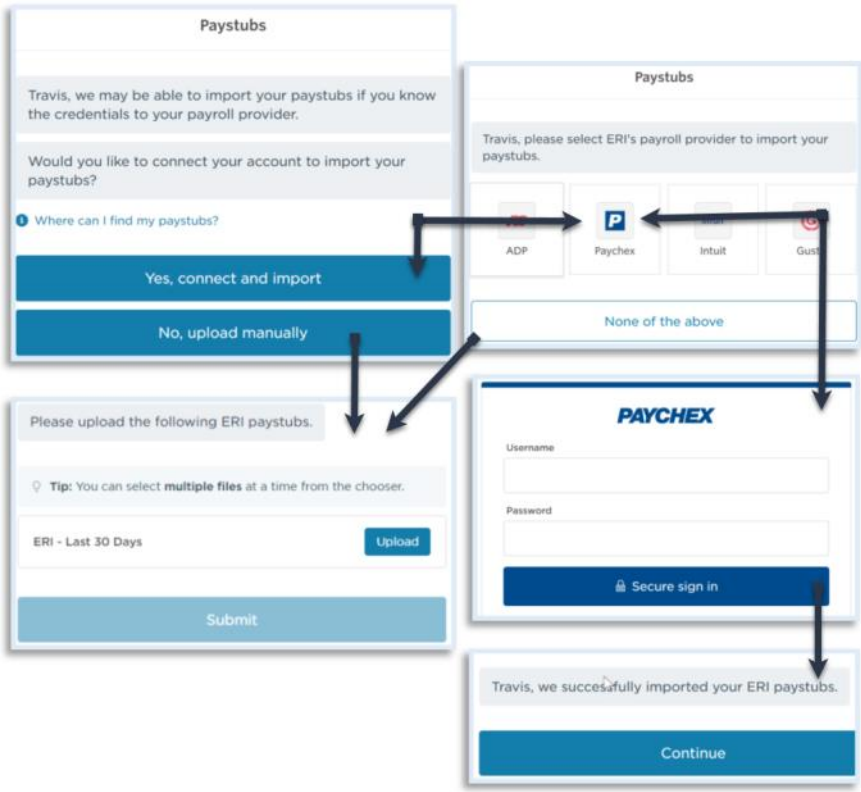
Specific Follow Ups

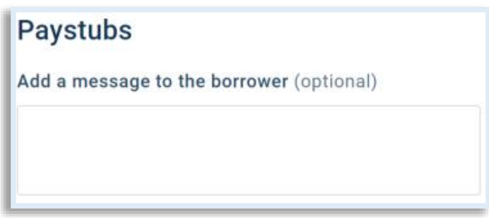
Most follow ups are the same as the "Simple Follow Ups" on the previous page, but the ones below are all a little unique.

Paystubs

Paystubs can be connected to the borrower's payroll system if they are one of the four we connect to. When they get the follow up the borrower will have the chance to connect. If they choose upload manually it will look that same as it would if the payroll system doesn't connect and it will ask for a manual upload.

What They See



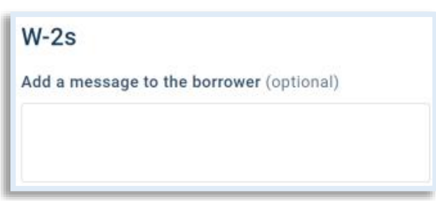


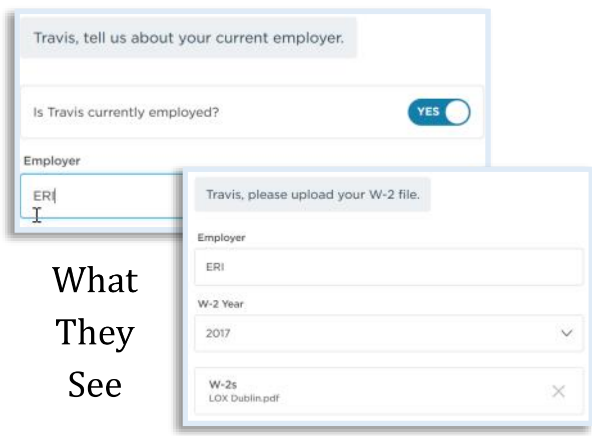
What You See

W-2's

They will get a few short questions about employment and then it will ask them to upload a W-2.

What You See

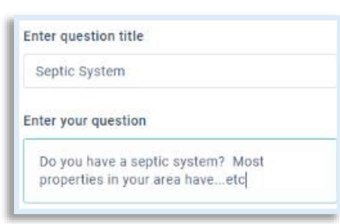


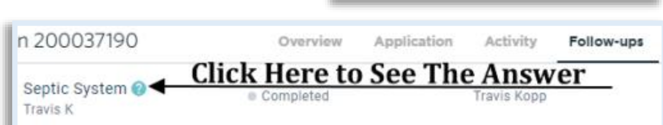


What They See

Custom Question

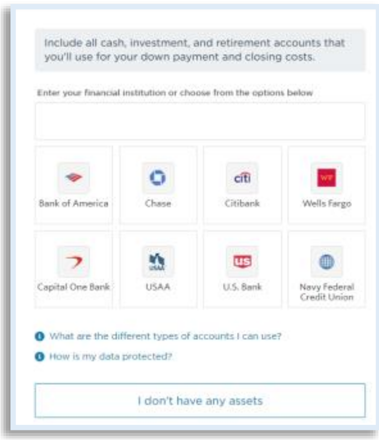
Search for "Custom Question" to send the borrower a quick question they can answer in Equity 247. These answers can be viewed by anyone on the team in the follow ups tab of the borrower's loan. Try this instead of an email for those one-off questions!





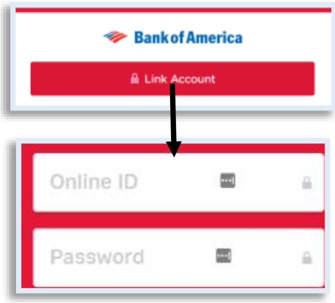
Assets

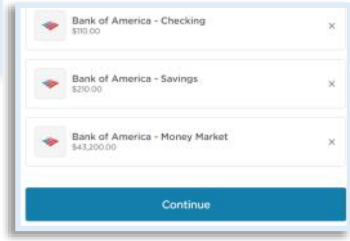
When a borrower applies online they will go through this process then, or when you send the "Asset Statements" follow up. You can use the Asset Statements follow up to get new statements from the borrower if you need updated assets, but see below for a more efficient process to do that.



Bank is Connected

After logging in the borrower chooses which accounts to import.

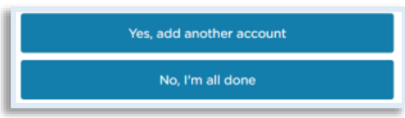




Bank not Connected

If the bank isn't connected the borrower will input amounts.

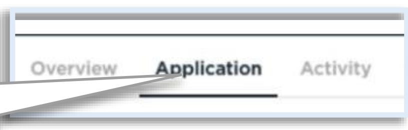
Either way the borrower will be asked if they want to add additional accounts.



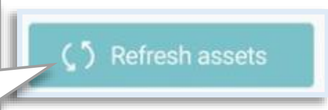
Asset Refresh

If the borrower connected a bank we can automatically request an update to their assets.

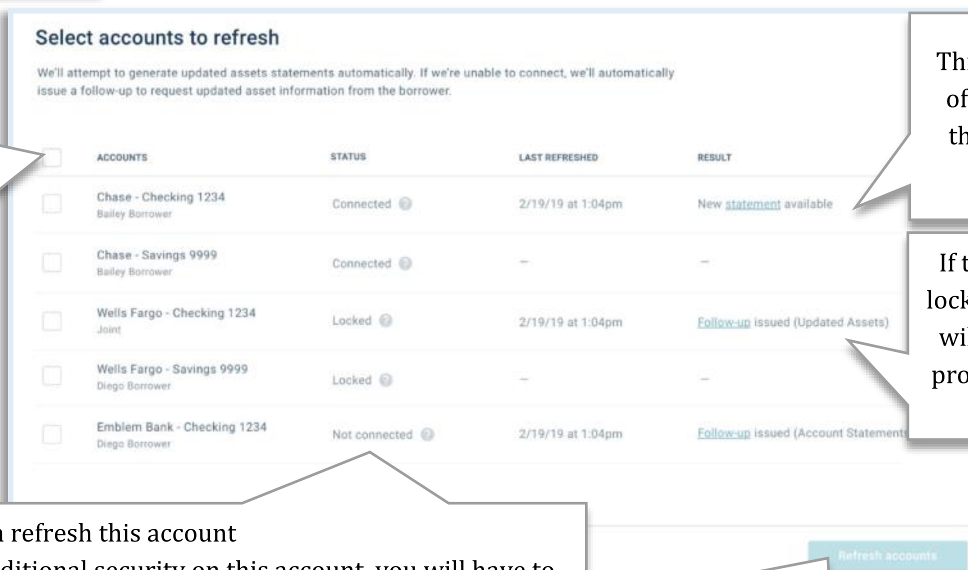
1st—Go to the loan in e247 and go to Application



Scroll down to assets and click **Refresh Assets**



Click here for all accounts, or click each box on the ones you want.



This is the result of the last time these were refreshed.

If the account is locked the system will send an appropriate follow-up.

Connected: You can refresh this account
Locked: There is additional security on this account, you will have to send an asset statement follow-up to refresh this.
Not Connected: This was entered manually and is not connected to a bank, refresh will do nothing on this one.

Clicking here will refresh assets for any accounts you have selected. If it successfully pulled assets they will be in the docs tab, and will be ready to load into Encompass.

eDisclosures with Equity247—Loan Officer

Before a file can be submitted for disclosures, the borrower must have an Equity 247 account and they need to have completed an "eConsent" within it.

In the Encompass file go to

Services -> Additional Services ->Blend.

If all borrowers show "eConsent: Approved" then you're all set.

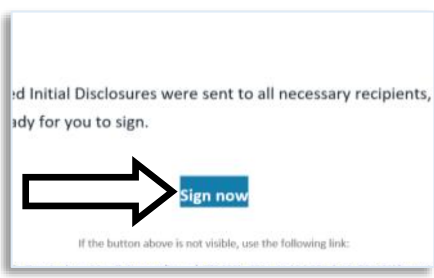
What if it doesn't show Approved?

If you don't see the box for eConsent — The borrower doesn't have a portal setup—follow the steps for a "Post Submission Loan"

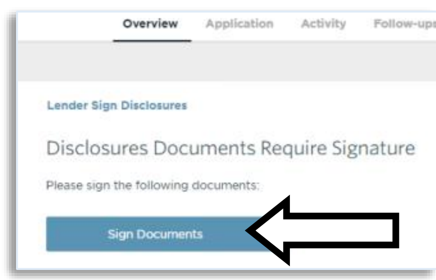
All borrowers show "Pending" — Your borrowers have steps to complete. Go the loan in E247 and Co-Pilot to see what is left.

When the file is ready to disclose, finish the Disclosures milestone and the disclosures department will prepare the docs.

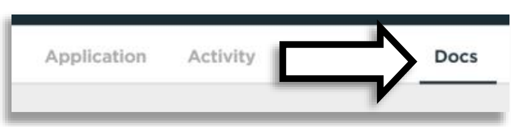
Once disclosures are ready to be signed you will get an email. Click "Sign Now".



Sign in, it will take you to the loan in E247. Click "Sign Documents"



Confirm Signatures and Submit

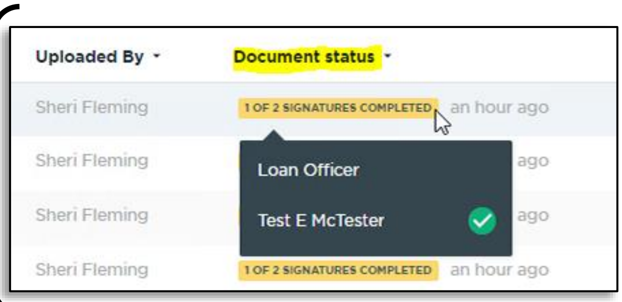


Once the borrower and loan officer has signed all docs, the file can be submitted for Order All by completing the "Processing Milestone" in Encompass.

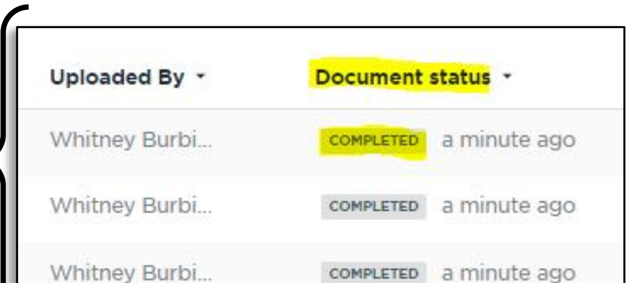
To see if all signatures are complete go to the **Docs** tab at the top of the page. If the docs show "Completed" under the "Document Status" column, they're ready.

If it shows anything else someone still needs to sign. Hover over the box that says something like "1 of 2

Not Ready

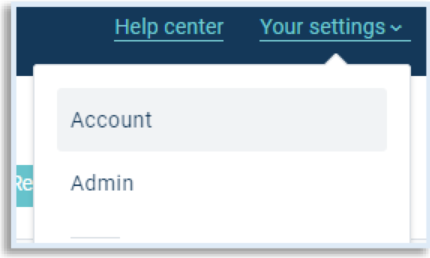


Ready



Setting Up Auto-Credit

Files in Equity 247 can be set to automatically pull credit when the borrower completes the application. This can automate some follow ups based on the credit report. We suggest keeping auto credit pull on.

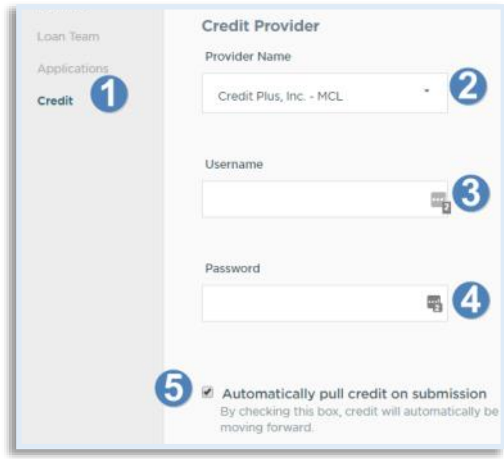


To find the "Account screen" mentioned below, go to 'Your settings' in the top right corner and click "Account"

From the Account screen:

1. Click Credit on the left side of the screen
2. Choose "Credit Plus, Inc—MCL" from the Provider Name Dropdown
3. Type in your Credit Plus user name (this is not your Encompass username)
4. Type your Credit Plus Password (you can call 800.258.3488 to have your password reset if you don't know it)
5. Click "Automatically Pull Credit on Submission" to have the system pull credit for you.

Click **Save Changes** and you're all set.

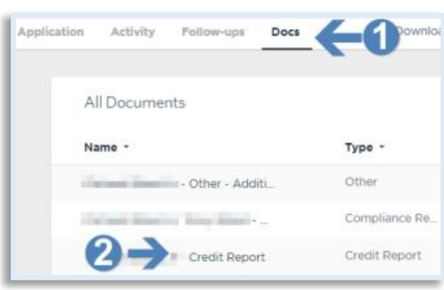


Auto Credit Import to Encompass

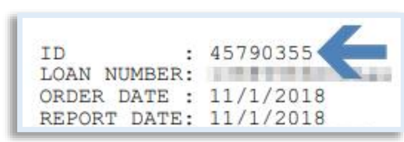
When a credit is pulled through the auto credit pull process there is an additional step when the file is imported in Encompass. When you first import a new loan where auto credit was pulled follow the instructions below to get the credit results to import properly into Encompass.

First you need to find the ID Number.

1. In the Equity 247 File go to the "Docs" Tab at the top.
2. If credit was pulled you will see a document called "Credit Report". You will find the ID number you need on that.

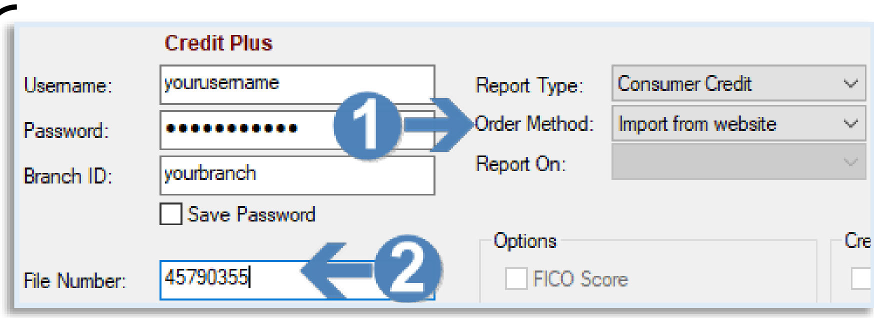


The top right corner of the report has an ID. You should be able to copy that or just write it down.



In Encompass, go to order credit as you normally would.

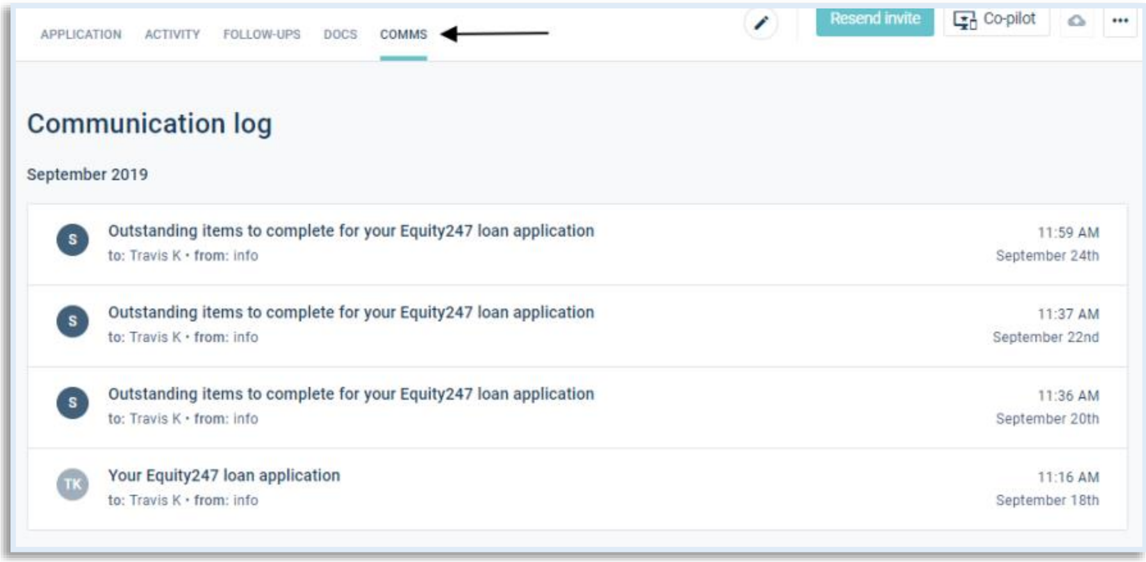
1. Change "Order Method" to "Import from Website"
2. 2. Put the "ID" from the credit report in the "File Number" and order the credit as you normally would.



With co-borrowers, whether the borrowers indicate that they are married or unmarried the system will always pull this auto credit as a joint credit. Contact your processor to have this corrected. This may seem like a hassle, but the automatic follow ups for things like credit inquiries make it worthwhile!

Communication Log

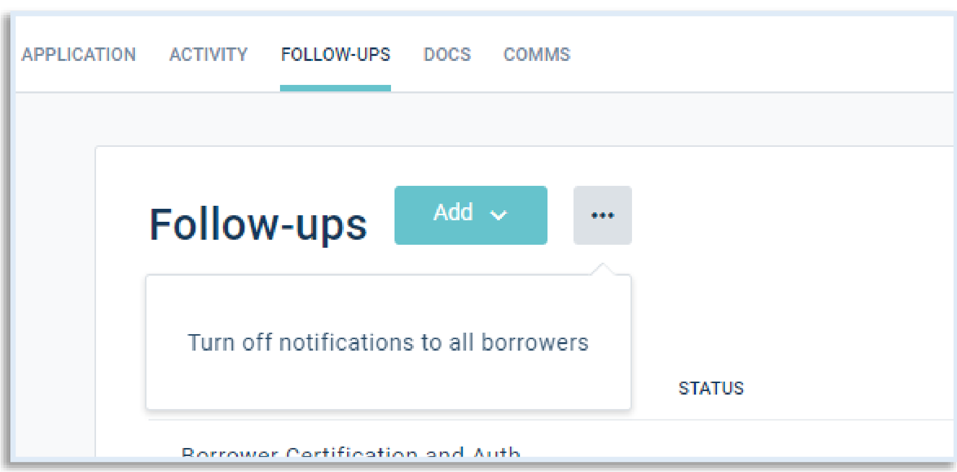
There is a running log of the communication that the portal or you and your team have sent to the borrower. Just click on the "Comms" tab at the top to see it.



- If you see an "S" beside the item that tells you that the system sent the email
- If you see initials next to it you can hover over those to see who sent that item.

Turn Off Notifications to Borrower

If your borrower is saying that don't appreciate the amount we're contacting them you can turn off all notifications to a borrower.



Just go to the follow ups tab—click the three dots (…) next to the add button and turn off notifications. That borrower shouldn't receive anything else from the system on that file.

If you want to start notifications back up on the file just do that again and you can restore notifications.