Mortgage Workflow Partners

Mortgage Workflow Partners Inc. (MWP) performed a workflow review on March 25th, 2025, for My Mortgage Company

(Client) to review the Client's current workflow. All interview notes, transcripts, and recordings can be
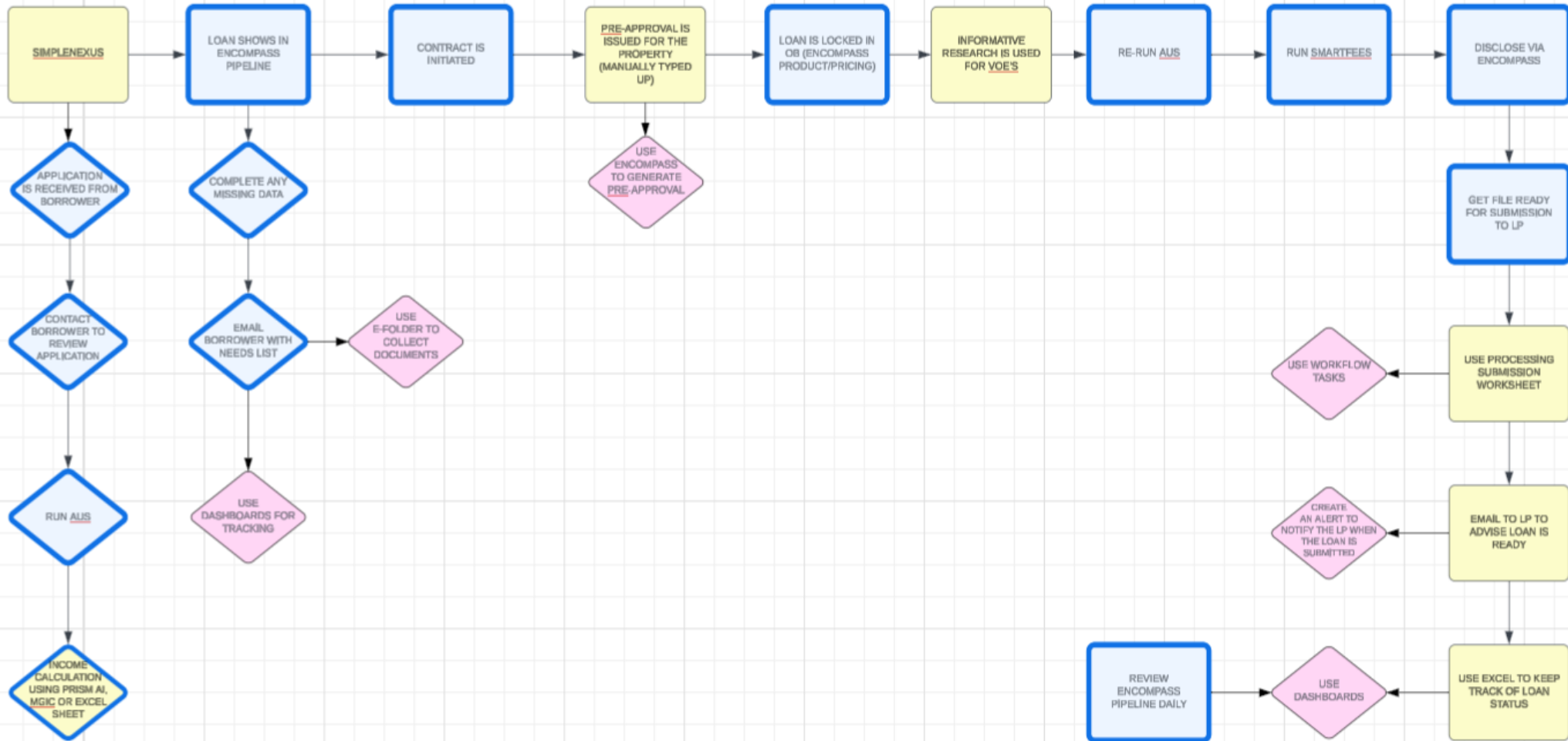
found in Basecamp.

- **During the virtual meetings:** Observe and Interview - one or two members in each of Client's departments will be selected to be interviewed. The results from all interviews will be woven into the findings document produced later in the engagement.

- **After the virtual meetings and phone calls:** Document findings – A document for Client that will identify how to improve Client's current process. These improvements may include leveraging underutilized features or recent product enhancements and/or changes to Client's process or other technologies that will help Client's organization meet its goals. Review Documented Findings – MWP will review the findings document with the Client. Plan Development – Based on Clients' review of the recommendations during the Findings Review meeting, we have found that clients normally decide if they want to structure a plan that identifies the changes to be implemented. If applicable, a separate statement of work will be scoped if Client desires additional MWP resources.

- **A summary of the engagement is here:** MWP to perform a Mortgage Operations Workflow Review for all operations teams identified, with a written recommendation report. This includes a recorded screenshare with each department along with a task list of recommendations.

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My Mortgage Company
Origination

Team	Major Issue / Concern	Resolution	Expected Outcome
Origination Branch 1 & 2	1.Creating a "Needs List" instead of making a Document Request.	Request all documents from the borrower via eFolder. Either use a single document with a list in the email template or different documents to show as the list.	Better borrower experience for needed items. Less time writing emails.
Workflow Process Diagram	2. Encompass pipeline is used to track loans.	Leverage Dashboards for greater visibility.	Loan status tracking on Dashboards saves time.
	3. Pre-approval letters are generated manually.	Use Encompass to generate Pre-approval letters.	More efficient and a record of the document is in the e-folder.
	4. Checklists are used for tracking tasks.	Use Workflow tasks.	More efficient with task tracking inside Encompass.
	5. Email is used to alert the LP.	Create a notification in Encompass.	Less dependency on email.
	6. Notes are sent to the LP via email.	Use the conversation log.	Less dependency on email.
	7. Applications are taken manually.	Customize Encompass Web for applications.	More efficient. Reduces dependency on paper applications.

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ORIGINATION - BRANCH 1

Workflow Review

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ORIGINATION - BRANCH 2

GOOGLE DOCS IS USED TO TRACK LEADS AND TASKS → USE TEMPLATE WITH PROSPECT INFO → PROSPECT APPLIES ONLINE WITH SIMPLENEXUS OR OVER THE PHONE → ORIGINATOR REVIEWS APPLICATION DOCUMENTS → EMAIL IS SENT TO BORROWER FOR ITEMS NEEDED → DATA ENTRY IS COMPLETED IN ENCOMPASS → PRE-APPROVAL IS ISSUED IN ENCOMPASS → EMAIL IS SENT TO BORROWER WITH LOAN DETAILS / PRE-QUAL DATA → PURCHASE CONTRACT IS RECEIVED VIA EMAIL (IF APPLICABLE) → LOA SUBMITS LOAN.

UTILIZE WORKFLOW TASKS → USE ENCOMPASS WEB

APPLICATION IS COMPLETED MANUALLY

CREDIT IS PULLED → ASSETS / LIABILITIES ARE REVIEWED → INCOME IS REVIEWED

USE EFOLDER

RUN AUS → LOAN REVIEW/SELECTS PROGRAM → RUNS PRICING (FLOAT)

LIGHTSPEED APPROVAL IS USED IF APPLICABLE

EMAIL IS SENT TO LP → SET UP ALERTS → LOAN IS TRACKED VIA GOOGLE DOCS → CREATE DASHBOARDS FOR TRACKING → CONVERSATION LOG SHOULD BE USED

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My Mortgage Company
Jr. Processing

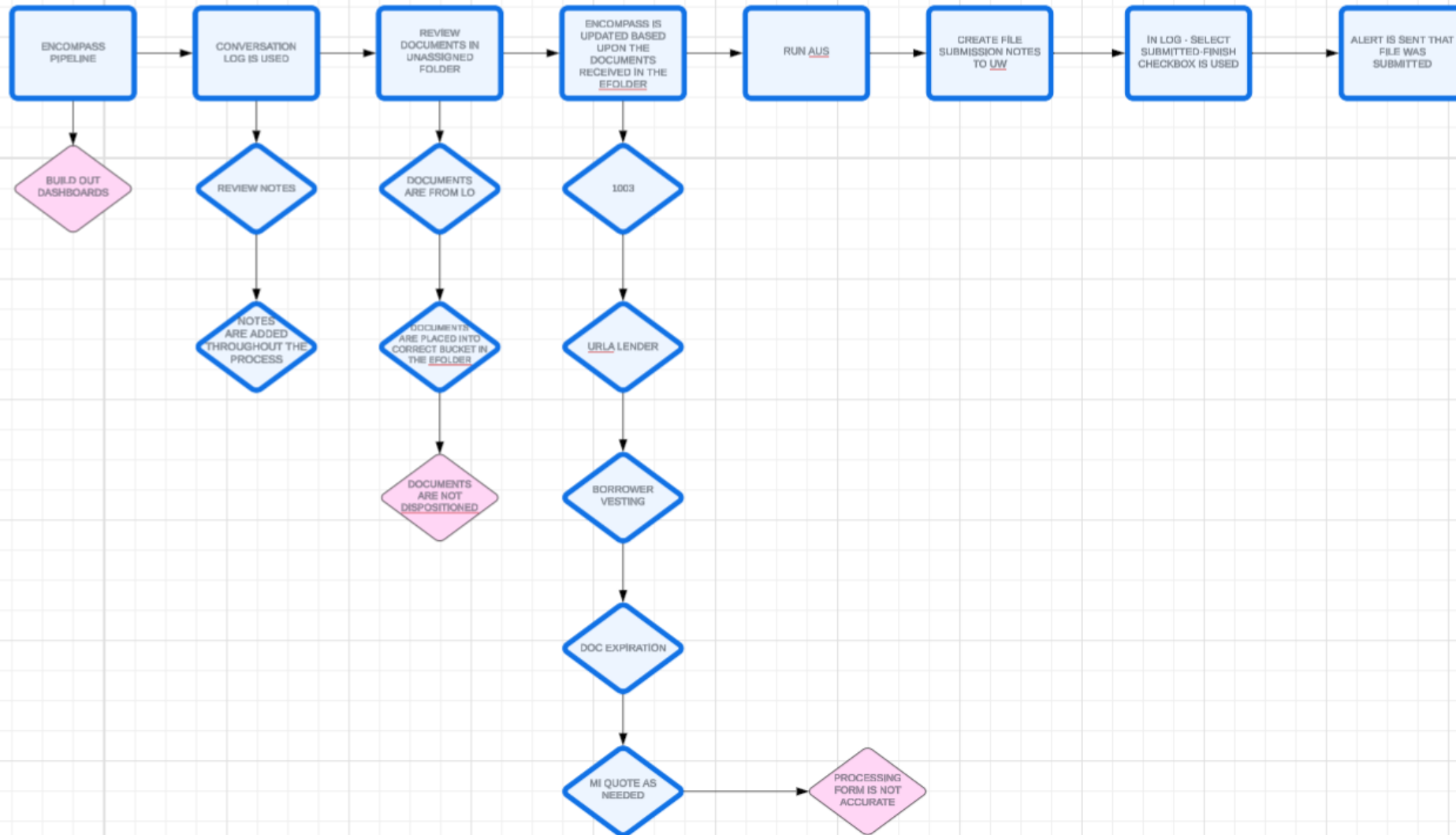| Team	Major Issue / Concern	Resolution	Expected Outcome
Jr. Processing	1.Pipeline views are used.	Leverage Dashboards for greater visibility.	Loan status tracking on Dashboards saves time.
Workflow Process Diagram	2. Tasks / Order outs are tracked manually.	Create workflow tasks.	More efficient with task tracking inside Encompass.
	3. Milestone is missing for this process.	Utilize a milestone for this process.	The correct milestones are used for completing the loan status.
	4. Log is not being used.	Train on using the log in Encompass. Ensure log is enabled.	The log is utilized and available by persona.
	5. Order outs are done outside of Encompass.	Create links in the Services tab.	The services tab is used for order outs creating efficiency.

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My Mortgage Company
Processing

Team	Major Issue / Concern	Resolution	Expected Outcome
Processing	1.Pipelines are used for tracking.	Leverage dashboards for tracking.	Loan status tracking on Dashboards saves time.
Workflow Process Diagram	2. Conditions are received via email *RISK*	Conditions should be uploaded through a secure link or portal.	A secure link or Portal is used for documents that are uploaded.
	3. Documents reviewed are not dispositioned.	Create a process for document review so the Underwriter knows which documents have been reviewed.	Underwriters know which documents have been reviewed.
	4. Conditions are re-written and sent to the Borrower.	Review current condition sets. Align with Underwriting on the condition process.	Conditions in the system match what the Borrower was asked for.
	5. Processing custom form is not accurate.	Re-work the custom form to align with the current process.	Data entry is completed timely.
	6. Needs email is sent to the Borrower.	Request all documents from the borrower via eFolder. Either use a single document with a list in the email template or different documents to show as the list.	Better borrower experience for needed items. Less time writing emails.
	7. Tasks are tracked manually.	Create workflow tasks.	More efficient with task tracking inside Encompass.

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PROCESSING - INITIAL

ENCOMPASS PIPELINE → CONVERSATION LOG IS USED → REVIEW DOCUMENTS IN UNASSIGNED FOLDER → ENCOMPASS IS UPDATED BASED UPON THE DOCUMENTS RECEIVED IN THE EFOLDER → RUN AUS → CREATE FILE SUBMISSION NOTES TO UW → IN LOG - SELECT SUBMITTED-FINISH CHECKBOX IS USED → ALERT IS SENT THAT FILE WAS SUBMITTED

BUILD OUT DASHBOARDS

REVIEW NOTES → NOTES ARE ADDED THROUGHOUT THE PROCESS

DOCUMENTS ARE FROM LO → DOCUMENTS ARE PLACED INTO CORRECT BUCKET IN THE EFOLDER → DOCUMENTS ARE NOT DISPOSITIONED

1003 → URLA LENDER → BORROWER VESTING → DOC EXPIRATION → MI QUOTE AS NEEDED → PROCESSING FORM IS NOT ACCURATE

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My Mortgage Company
Underwriting

Team	Major Issue / Concern	Resolution	Expected Outcome
Underwriting	1. Underwriters only review documents applicable to them.	Align on this process. All documents should be reviewed in the e-folder.	File integrity is maintained.
Workflow Process Diagram	2. Document expiration dates are missing in the loan file.	Document expiration dates should be read from the documents uploaded. Create this process. Review business rules.	Doc expiration dates are in the loan file.
	3. Critical data is missing at CTC.	Create hard-stops for critical data fields.	Data integrity is maintained.
	4. Processors are re-writing conditions.	Align on the condition process. This is a business workflow issue.	Departments are aligned. Conditions are not re-written.
	5. Conditions are deleted / manually updated.	Use the standard set of conditions. Clear conditions instead of deleting them.	The condition process is completed timely.
	6. Pipelines are used for loan status.	Build out dashboards.	Loan status is viewed on dashboards.
	7. Tasks are tracked manually.	Create workflow tasks.	Task tracking is efficient.
	8. Loan data updates are done without alerting the Underwriter.	Business workflow issue. Align on the process for updates after approval and CTC.	The Underwriter is notified if loan data changes.
	9. File notes are handwritten.	Use the conversation log.	Complete loan files.

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UNDERWRITING

- ENCOMPASS PIPELINE
- USE HANDWRITTEN NOTES
- REVIEW CONVERSATION LOG
- EFOLDER
- UW NOTES ARE REVIEWED
- 1008 IS UPDATED WITH NOTES AND INCOME CALCS
- AUS IS RUN
- RUN FRAUD
- AUTOMATED CONDITIONS ARE USED FOR ASSIGNMENT

- CONFIRM THERE ARE NO DUPLICATE LOANS
- UPDATED THROUGHOUT THE REVIEW PROCESS
- STARE AND COMPARE BETWEEN EFOLDER AND SYSTEM
- ALIGN ON THE CONDITIONS BEING ASSIGNED
- CONDITIONS THAT AREN'T NEEDED ARE REMOVED

- NEED TO USE CONVERSATION LOG FOR ALL NOTES
- SYSTEM IS UPDATED AS NEEDED
- ADD ADDITIONAL CONDITION SET

- DOCUMENTS ARE MARKED READY TO SHIP AND PROTECTED
- SOP OR CAN THIS BE REMOVED
- EACH CONDITION IS FILLED IN MANUALLY WITH LOAN DATA

- ALL DOCUMENTS IN THE E-FOLDER SHOULD BE REVIEWED
- UW SUMMARY IS COMPLETED

- PROCESSORS ARE RE-WRITING CONDITIONS
- SYSTEM SENDS NOTIFICATION TO LO/LP
- APPROVED MILESTONE AND FINISHED
- CONVERSATION LOG IS UPDATED
- UW COMPARISON IS UPDATED / APPROVE LOAN DATA
- WORKFLOW TASKS
- NOTES / INCOME WKSH ARE UPLOADED
- ATR/QM IS REVIEWED

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EMAIL IS RECEIVED → ENCOMPASS PIPELINE → CONVERSATION LOG IS VIEWED → EFOLDER DOCS ARE REVIEWED → PRIOR TO CONDITIONS THAT SHOW FULFILLED ARE REVIEWED → EFOLDER DOCS - CONFIRM NOTHING ELSE WAS ADDED → AUS FINAL IS RUN → PRINT 1003/1008 AND UPLOAD (NOT SIGNED) → FRAUD IS RUN

ENCOMPASS PIPELINE → 1ST IN 1ST OUT FOR REVIEW → USE DASHBOARDS

EFOLDER DOCS ARE REVIEWED → DOC EXPIRATION DATES ARE MISSING

PRIOR TO CONDITIONS THAT SHOW FULFILLED ARE REVIEWED → DISPOSITION DOCUMENTS / LOCK DOWN → IF MISSING ITEMS CAN HOLD THE FILE IF NEEDED

FRAUD IS RUN → REVIEW ALERTS AND ADDRESS THEM → UW SUMMARY IS COMPLETED → COMPLIANCE REVIEW IS RUN → CONVERSATION LOG → UW COMPARISON IS UPDATED → FINISH THE MILESTONE → AUTOMATED NOTIFICATION IS SENT FOR CTC → HARD STOPS NEEDED FOR MISSING DATA

LOAN DATA IS CHANGING WITHOUT THE UW KNOWING → UW COMPARISON IS UPDATED

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Summary and Next Steps:

- Client Support Team Lead will prioritize the list of Major concerns with the Client.

- Client Support Team will provide a roadmap of system and workflow improvements to the Client.

- Client Support Team will meet weekly with the Client to review the development of the system utilization.

- Client Support Team will meet with the Workflow Documentation Specialist to create the Workflow Reimagined Diagram.