



Conditional Approval and Suspense Instructions

When you receive a conditional approval or a suspense on a loan, you will receive a “trigger”. This trigger is an email notification that tells you the updated status of the file. The email is no more than that...it is the messenger to advise you that your loan is ready for review. To view the notices, log in to your file:

- ✓ Click on Forms & Docs
- ✓ Scroll down to UW conditions/decision and click on the print icon from there you can view it and you can print it out as well if need be



Once you can view the notice, you will be viewing the sections of the approval/suspense. The compliance conditions are assigned by Mortgage Support. The Prior to Closing Conditions and Prior to Funding conditions are assigned by the Underwriter. Any questions you have concerning the conditions can be directed to your assigned underwriter or our mortgage support team.

Suspended Loan – The goal on a suspended loan is to clear the suspense items to allow the underwriter the opportunity to fully underwrite and condition the file out. The reason for a suspended loan is usually not enough information to insure the loan can be fully approved. It may be as simple as a vital piece of information is missing that will “make or break” the file. Upload and final the loan once the needed conditions are met to get the file reviewed.

Conditional Approval – the conditional approval will be broken down in up to 3 sections. The Compliance Conditions, Prior to Closing Conditions (PTC) and Prior to Funding Conditions (PTF). All Compliance and PTC Conditions will be numbered for ease of uploading conditions.

When you have all conditions ready to upload, please upload them to the corresponding # for Compliance or PTC/PTF and then click **FINAL** under Actions which will notify us that the file is ready for review. Please **DO NOT UPLOAD** conditions when the file is in FINAL status. There is no additional trigger that you uploaded more conditions. The conditions that are added after you have finalized, will be reviewed the next time around.

Once the file is cleared by the underwriter and all conditions are met, the file status will show **UW Final Approval**. The file is **NOT CTC** at this time. Our Mortgage Support Team will complete a final compliance review. If you get an email requesting final compliance items, please send these items ASAP directly to Mortgage Support that requested the items. Or, if nothing further is needed and all Compliance conditions were met previously, then the CTC email will be sent to you from Mortgage Support. Once you get this email, you can send in your Closing Disclosure Prep Form to begin the closing process.