

Nations Direct is dedicated to our partnership with you, our valued broker partner.



Wholesale Lending Broker Guide

Getting Started | Forms and Resources | Submission and Procedures

Voted a **TOP WORKPLACE** by OC Register **9 YEARS IN A ROW!**



Mission Statement

“To **lead** the third-party residential mortgage industry by providing products and services that satisfy the needs and **exceed the expectations** of our business partners through an **unrelenting** pursuit of our four pillars of customer service; **Communication, Consistency, Accessibility and Accountability.**”

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IMPORTANT INFORMATION

CONTACTS

FHA Inbox:	Casenumbr@myndm.com	FHA Case Number Requests
VA Inbox:	VAAppraisals@myndm.com	VA Appraisal Requests
Broker Approval Desk:	ApprovalDesk@myndm.com	Comp Changes, DU/LP/VA/GUS Sponsorships, Renewals
Lock Desk:	Locks@myndm.com	Lock Desk hours 6:30 AM to 6:00 PM PST during all business days unless otherwise stated
Tech Support:	Support@myndm.com	Loan Manager and DU/LP Errors
Servicing Dept:	Servicing@myndm.com	(855) 447-7212 Borrower Payment Questions

WEBSITE INFO

NATIONS DIRECT WHOLESALE WEBSITE:

<http://myndm.com/>

RESOURCES: (Training Materials, Forms, & Documents)

<http://myndm.com/resources/>

PRODUCTS: (Matrices and Guidelines)

<http://myndm.com/products/>

LOAN MANAGER: (Broker Portal to Submit, Price, Lock and Monitor your pipeline)

<https://2131936492.encompasstoconnect.com/#/content/login> or by clicking on LOGIN from our Company site

MORTGAGEE CLAUSE (LOSS PAYEE)

Nations Direct Mortgage, LLC
C/O PHH Mortgage ISAOA
PO Box 5954
Springfield, OH 45501-5954

NDM ID NUMBERS

FHA Sponsor ID:	2531000004	DU Servicer ID:	28274
VA ID:	902580-00-00	LP Servicer ID:	167749

BUSINESS DAY

Items need to be received by 3:00pm PST to be considered “same day” or is considered received next business day.

GETTING STARTED

CREDENTIALS

Completing the broker approval process is not required to register and submit loans. The following forms will need to be completed to get credentials to our broker portal:

- ✓ [Lender Paid Compensation Election Form](#)
- ✓ [Contact Form](#)

Please complete the above forms in the [Comergence Portal](#) and notify approvaldesk@myndm.com once completed to receive logins to [Loan Manager](#). You should then receive an email with your credentials for the Loan Manager Portal. If you are having issues or need assistance logging in, contact your designated Company Administrator or NDM Approval Desk to assist! If you forgot your password, click on “Forgot Password” and a link will be sent to you.

COMPLETING APPROVAL PROCESS

Once you have received logins you will be able to submit and lock loans right away. The following PTD condition will be added to complete the approval process before docs “Broker is not approved with NDM”. Please complete all required documents in the [Comergence Portal](#) to complete the approval process.

CREDIT REPORT

Before you start ordering credit reports, let’s make sure your Credit Vendor is approved with us. You can find the latest list by [CLICKING HERE](#). This allows us to easily re-issue credit, run DU, and LP using credit reports from these vendors.

APPRAISAL DESK INFORMATION

In August 2023, Fannie Mae updated their guidance to clarify previously misunderstood information as it relates to the appraiser independence requirements and how appraisals are managed when a mortgage broker is involved.

With that guidance, Nations Direct Mortgage has created an Appraisal Desk to facilitate the appraisal ordering process. NDM has contracted with Reggora as our Appraisal Management Software system to assist in the management of the appraisal process.

Appraisal Desk Contact Information: appraisaldesk@myndm.com

ORDERING APPRAISALS

Appraisals must be ordered through the Reggora Appraisal Management System. This can be done through Loan Manager. For additional instructions on how to order appraisals, please refer to the [Appraisal Order Job Aid for Brokers](#).

VA Appraisals are ordered directly through the [VA Portal](#) if you have access.

- After logging in, select “WebLGY” under applications from left hand side window
- Complete [step-by-step](#) instructions to order appraisal on WebLGY
 - Appraisal Type: Select LAPP – Lender Appraisal Processing Loans
 - Entering Requester’s Information

- Sponsor's Identification Number: 902580-00-00
- Email Address: VAAppraisals@myndm.com
- Broker is responsible for paying VA Appraiser within 30 days of appraisal receipt

If you do not have access to the VA portal, please complete [VA Appraisal Order Form](#) and email to VAAppraisals@myndm.com

FAQ's

Question: *When can I order an Appraisal?*

Answer: General rule would be to wait for the borrower to execute an Intent to Proceed. However, see below:

BROKER PAID: 1) Broker paying for appraisal and not collecting at closing – can order anytime.
2) Broker paying upfront and wants to be reimbursed through closing – can only be reimbursed if borrower receives LE and executes an Intent to Proceed.

BORROWER PAID: Borrower is paying upfront for the appraisal, then it can be ordered once the LE is received and Intent to proceed is executed.

Question: *How much do I disclose or request for the Appraisal fee on the Loan Estimate?*

Answer: If disclosing the loan through Loan Manager, the fee will auto populate. If disclosing in your own system, please refer to the [NDM National Fee Schedule](#). For **VA Loans**, please use the VA Appraisal Fee Schedule ([VA Fee Schedule](#)). Remember this is a zero-tolerance fee!

Question: *Are Transferred Appraisals accepted?*

Answer: Yes, with the following items:

1. Original colored Appraisal
2. HVCC/AIR cert
3. Invoice
4. SSRs
5. Appraisal Transfer letter or FHA Case Transfer

VA Appraisal Transfers: Email VAAppraisals@myndm.com for appraisal transfer request. Please provide VA case number & Lenders VA ID if transferring to another lender. Broker is responsible for paying VA Appraiser within 30 days of appraisal receipt.

Question: *What is the process once the appraisal is received?*

Answer: The appraisal will automatically be provided to the Borrower and the Originator.

Question: *Appraisal came back and was subject to. How do we get the additional Appraisal product fee disclosed?*

Answer: Request a COC for the additional Appraisal product fees through Loan Manager. Remember, this needs to be re-disclosed within 3 days of receiving the Appraisal or it will be a cost to cure ☹️

Question: *I need an appraisal transferred to another lender, who do I need to contact?*

Answer: Please send your request to your Account Manager and/or your Account Executive and they will put in the request.

DU/LP/VA/GUS SPONSORSHIP

DU/LP Sponsorship:

Fannie Mae and Freddie Mac requires Brokers (you) to request DU/LP Sponsorship to the Lender (us). You can make these requests through each of these websites and our Broker Approval Desk will review and approve the request within 1 business day.

The [Fannie Mae Website](#) has helpful resources to assist in adding a new sponsoring lender, which includes a step-by-step guide on how to request sponsorship. Refer to [DU Requesting Additional Sponsoring Lenders](#) (Login Required).

VA Sponsorship:

If you wish to do VA loans you will need to request or renew to be approved to be a VA Authorized Agent for Nations Direct. Please complete our [VA Form](#) submit a check.

Check made payable: [Department of Veterans Affairs](#)

Send Form and Check to: Nations Direct Mortgage
Attention: Broker Administration
2475 Village View Drive, Suite 100
Henderson, NV 89074

BROKER COMP CHANGE

Compensation plan selection can be changed once each month; any changes will not affect loans already in process. New comp plans will become effective the first business day of the following month following the request/approval.

Compensation Form can be found here: [Compensation Election Form](#)

Submit request to: BrokerApproval@myndm.com

NDM LENDER FEES

Our fees vary by product and state. Please refer to our Fee Schedule, especially if the initial Loan Estimate is Broker Disclosed!

NDM's Fee Schedule can be found here: [Fee Schedule](#)

PRIVATE MORTGAGE INSURANCE

Please review our [Mortgage Insurance Quote Guide](#) on how to obtain MI through the following vendors:

- [Arch Mortgage Insurance](#) – *BPMI Only*
- [Enact Mortgage Insurance](#) – *NOO with LTV over 80%*
- [Essent Mortgage Insurance](#)
- [MGIC Mortgage Insurance](#)
- [National Mortgage Insurance](#)

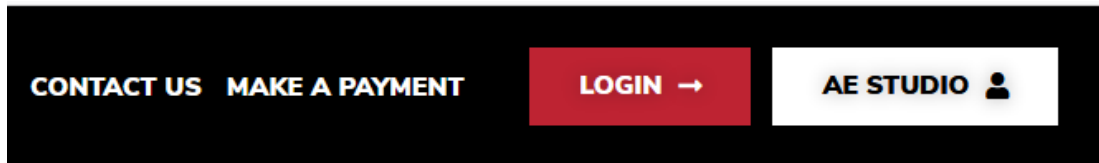
Lender paid Rate Quote: Use Nations Direct Rate Sheet under [NDM Links > NDM Rates](#)

LOAN MANAGER GUIDE

Loan Manager is an easy-to-use and secure web portal built for our valued clients. You can submit loans electronically so that we can process them more quickly. You'll be able to get rates, request locks, and see real-time loan status, lock confirmations, and conditions. You can even attach documents to resolve outstanding loan conditions.

Please read this helpful guide with step-by-step instructions [Loan Manager Guide](#)

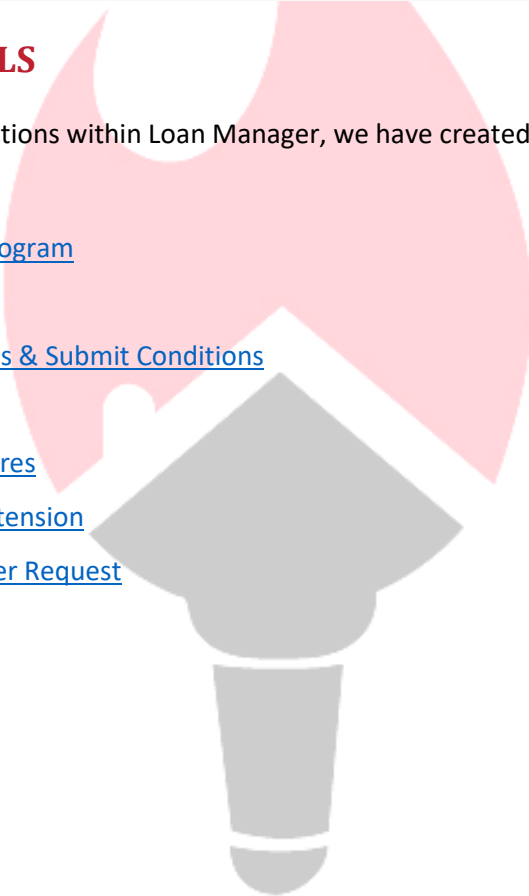
Our Loan Manager Portal can be accessed by going directly to the site with this link <https://2131936492.encompasstoconnect.com> **OR** by clicking on **“LOGIN”** on our Wholesale Website.



LOAN MANAGER TUTORIALS

To assist with some of the basic functions within Loan Manager, we have created the following short tutorials:

- [How to Register a Loan](#)
- [How to Register a Loan Program](#)
- [How to Lock a Loan](#)
- [How to Upload Documents & Submit Conditions](#)
- [How to Submit a Loan](#)
- [How to Generate Disclosures](#)
- [How to Request a Lock Extension](#)
- [How to Submit a Doc Order Request](#)



LOAN ESTIMATE AND INITIAL DISCLOSURES

You've made contact with A.L.I.E.N.S.

You received the 6 pieces of information that will trigger the application date and now we have 3 business days to disclose the initial disclosures to the borrower. Let's get disclosing, we offer 3 options.



A: Address
L: Loan Amount
I: Income
E: Estimated Property Value
N: Name(s)
S: Social Security Number

E-CONSENT & E-SIGNING *(Some phones and tablets may not be compatible, please use desktop or laptop)*

To ensure a quick and efficient experience, we send mortgage disclosures electronically through a secure website which requires the borrower's consent to do business electronically. The borrower(s) must e-consent to e-sign disclosures. The e-consent is auto sent with the initial disclosures. If the borrower does not e-sign within 3 days of the application date, they are sent to fulfillment to be mailed. The borrower has access up to 7 days from the electronic delivery date to e-sign, even if they were mailed. The e-consent would continue to go out with each set of disclosures until signed (or not). If the borrower does not sign anything, we follow the mailbox rule.

If borrower(s) are having trouble e-consenting/e-signing, they can reference this guide:

➔ [E-Consent & E-Signing Process](#)

Mailbox rule – When the borrower does not sign the disclosures (e-sign or wet sign), we consider them to be received three business days after they are emailed or placed in the mail. If disclosures are placed in the mail, the signed notice of intent to proceed is required to be uploaded to the portal.

LENDER DISCLOSED

Please utilize this checklist for on Lender Disclosed transactions [Lender Disclosed Document Requirements](#)

Step 1. Submit a loan - Select "Lender Disclosed" on the Online Submission Form.

Step 2. Initial Loan Estimate is generated - Nations Direct will generate a Loan Estimate using the fees listed on the Broker Fee Sheet that you provided.

Step 3. E-Consent sent to the borrower(s) - Nations Direct will request an E-consent to the borrower(s) email address. If they accept, this will allow the borrower(s) to receive and acknowledge disclosures electronically. If not, we will snail mail and accept wet signatures.

Step 3. Initial Disclosures are sent to borrower(s) - Borrower will be sent initial disclosures either electronically to be e-sign or mailed. Remember the Intent to Proceed (ITP) is part of the initial disclosure package and needs to be signed before paying for the appraisal and any other services! So, plan accordingly.

BROKER DISCLOSED IN LOAN MANAGER

Please utilize this checklist on Broker Disclosed transactions [Broker Disclosed Document Requirement](#)

Step 1. Upload 3.4 File to Loan Manager and Select Generate initial disclosures in portal – Upload the 3.4 file to Loan Manager and click Save. If you accidentally select one of the other options, you cannot change your selection.

Step 2. Register the Loan and Loan Program – Prior to issuing disclosures in Loan Manager, you must Register the Loan and Loan Program.

Step 3. Submit the loan – The final step before the generating disclosures process is to Submit the loan.

Step 4. Review and Finalize Fees in Loan Manager – Prior to generating disclosures, you will review the fees to ensure they are accurate, they cannot be changed.

Step 5. Generate Disclosures in Loan Manager – Click on Generate Disclosures to send e-disclosures to the borrower. You will also be sent a confirmation email that the disclosures have been sent.

BROKER DISCLOSED IN THEIR LOAN OPERATING SYSTEM

Please utilize this checklist on Broker Disclosed transactions [Broker Disclosed Document Requirement](#)

Step 1. Broker (you) disclose the Initial Loan Estimate (**Do not disclose with any Lender name or Loan number) - You will disclose the initial loan estimate and provide that in the submission package including additional broker required disclosures required by Program or State.

Step 2. Submit the loan - When ready to send us the loan, register and submit the loan in Loan Manager. Select “Broker Disclosed” when registering the loan.

Step 3. E-Consent sent to borrower(s) - Nations Direct will request an E-consent to the borrower(s) email address. If they accept, this will allow the borrower(s) to receive and acknowledge any future disclosures electronically. If not, we will snail mail and accept wet signatures.

Step 4. Initial Disclosures are sent to borrower(s) - Borrower will be sent initial disclosures (No Loan Estimate) either electronically to be e-sign or mailed.

LOCK POLICY AND PROCEDURES

Daily Rates are sent out every morning. If you would like to receive, the quickest way is to request online at <http://myndm.com/get-rates-2/> or you can request through your Account Executive.

For NDM's official and more in-depth Rate Lock Policies and Procedures, they can be found on the *resource page* or **Link:** [Lock Policy](#)

LOCK DESK HOURS

Refer to the [Lock Policy](#) for Lock Desk Hours of Operation.

LOCKING – HOW AND WHEN?

HOW:

Through Optimal Blue (OB) which can be accessed through the Loan Manager Portal.

WHEN:

Conventional and Government Programs - All loans must be submitted to lock. All locks must have a full file submission within 5 days of the original lock date. If not received, the lock will be cancelled and subjected to worse case pricing.

NonQM Programs – All loans must be approved to lock.

CHANGES

Any changes to the lock need to be directed to your Account Manager. They will notify the lock desk and once approved; lock desk will provide a confirmation. Be warned, changes can be subject to pricing adjustments or worse case pricing.

Once a loan has been underwritten, any critical changes to the loan parameter which includes the program, loan amount, LTV, appraised value, loan purpose, and FICO will need to be reviewed then re-approved by the underwriter before lock desk can update the lock. Additional documents may need to be provided.

STATUS OF LOCKS AND REQUESTS

Check status by viewing the pipeline or going into the loan summary page in the Loan Manager Portal.



EXPIRATIONS & EXTENSIONS

For Lock expirations that fall on a Saturday, Sunday or Holiday, the lock will expire the following business day.

Funding and extension requests need to be completed prior to lock expiration. Refer to the [Lock Policy](#) for Lock Desk Hours of Operations.

FEES	NOTES
<ul style="list-style-type: none">♦ ≤ 2 requests: 1.5 bps per day♦ ≥ 3 requests: 2.5 bps per day	<p>Extension periods and Fees are based on the number of requests and days.</p> <p>New expiration date needs to fall on a business day.</p>

WORKING WITH THE LOAN

SUBMISSION PROCESS

Once you have uploaded the 3.4 file to Loan Manager, you will reissue the credit report using one of our approved [credit vendors](#), select the Product & Pricing, Run AUS (if applicable), upload documents, complete the online submission form, and submit loan. If you wish, you can generate the disclosures within Loan Manager at this time or you can choose to have NDM send them on your behalf if you have not already sent them from your loan operating system.

UNDERWRITING DECISION

Once your loan is reviewed by the Underwriter, an email will be sent out to all parties with the decision. You can always see outstanding conditions in the Loan Manager Portal under **“CONDITIONS”** or grab a copy of the UW decision in the **“DOCUMENTS”** area, just scroll down and look for **“Loan Decision”**.

CHANGE OF CIRCUMSTANCE

Please reach out to your Account Manager if your loan requires a change.

CLOSING DISCLOSURE

The initial CD and loan documents are ordered as soon as the loan is issued a “Clear to Close” (CTC). However, an initial CD can be disclosed as soon as the following requirements are met. You can work with your Account Manager to coordinate and request.

- Loan is locked and good through funding date
- Initial Underwriting Approval (Cannot be in suspended status)
- Copy of Appraisal and Invoice
- Settlement Statement with final terms and fees along with all 3rd party invoices

- Final Vesting
- Any Non-Borrower/Title Only name and contact info

TRANSACTION TYPE	PERSONS REQUIRED TO RECEIVE CD
Purchase	All borrowers on the loan
Refinance	Each borrower on the loan and person on title (regardless if they are on the loan or not)

CLOSING DISCLOSURE TIMING

- LE – Loan Estimate
- CD – Closing Disclosure
- Received – See Delivery Method/Acknowledgment chart below
- Consummation – The date the Loan Documents are signed

The Final Revised LE must be received by the borrower 4 business days prior to consummation and 1 business day prior to Initial CD.

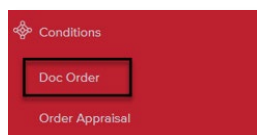
The initial or any Final Revised CD that requires a new waiting period needs to be received by borrower 3 business days prior to Consummation.

The waiting period of 3 business days will start over if a Revised CD is provided due to: **a)** Change in APR of more than 0.125% for Conventional and Government products or 0.250% for NonQM products. **b)** Change in Loan product or Term **c)** If a prepayment penalty has been added.

DELIVERY METHOD	ACKNOWLEDGEMENT (“RECEIVED”)	NOTES
Electronic Delivery	E-Signed	eConsents are required for EACH borrower prior to sending disclosures electronically
Mail	3 business days after LE/CD are placed in the mail	If eConsent is not signed, disclosures will automatically be mailed
In-Person	The date the LE/CD are signed	These are considered “Live Signatures”. Please send over to your Account Manager and Closing Team

DOC REQUEST

Congratulations! Your loan has now been Cleared to Close and ready for Docs! One of the Prior to Doc conditions was for the Doc Request Form. This form can be completed through the [Loan Manager Portal](#)



Complete this form accurately to ensure a smooth closing and no last-minute delays. [CLICK HERE](#) for a quick tutorial on how to complete the Doc Order Form. If you have any questions, please reach out to your Account Manager and they will be able to assist.

DOCS BACK

When Signed Docs are received you get an automated email stating that docs are back and in line for review. A Funder will reach out with a Prior to Funding condition list. We do encourage a copy of scanned docs to provide prior to originals being received and settlement agents can send those to ClosingDocs@myndm.com.

Funding Cut-off is 2:00 PM PST so plan accordingly!

AFTER FUNDING

PHH Mortgage Services is our servicer. If your borrower has any questions regarding their payment letter, payments, impound accounts, etc., they can reach out to our Servicing department: Servicing@myndm.com

The borrower can also contact PHH directly:

General Customer Service (800) 449-8767 or for Website Support (833) 862-0732

Payment Address:

PHH Mortgage Services
P.O. Box 94087
Palatine, IL 60094-4087

The borrower can register for an online account by going to www.myndm.com and “Make a payment?” They will need their Mortgage Number which is their loan number.

The screenshot displays the Nations Direct Mortgage website. At the top, the navigation bar includes the logo, phone number (800-449-8767), and links for Resources, New Customers, FAQ, About Us, and Contact Us. A search icon and a LOGIN button are also present. The main content area features a large banner for 'Go Paperless' with the text 'Save time by signing up to receive and pay your bill online.' and an 'Enroll Today' button. To the right, a white box titled 'Access Your Online Account' contains a green 'Sign In' button, a blue 'Register Now' button, and a link for 'Don't have an account yet?'. Below the banner, a brown bar contains a disclaimer about natural disasters and a 'Learn More' button. The footer consists of four white boxes with icons and text: 'Homeowner's Assistance', 'Helpful Resources', 'Payment Options', and 'New Customers'.

CANCEL OR WITHDRAW LOAN

On the left-hand side under **“LOAN ACTIONS”** hit the **“WITHDRAW LOAN”** button. A pop-up come up where then the system will have you click **“CONTINUE”** to confirm.

Thank you for choosing Nations Direct Mortgage! If you require additional information that is not outlined in this guide, you can access our training materials and processes on our Wholesale Site under Resources and of course by reaching out to us. We look forward to doing business with you.

