

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



NATIONS DIRECT

M O R T G A G E

Wholesale Lending Broker Guide

- ✓ Getting Started
 - ✓ Forms and Resources
 - ✓ Submission and Processing

Voted a **Top Workplace** by OC Register **6 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

Account Executive:

Phone:

Email:

FHA Inbox: Casenumbr@myndm.com
VA Inbox: VAAppraisals@myndm.com
Broker Approval Desk: ApprovalDesk@myndm.com
Lock Desk: Locks@myndm.com
Tech Support: Support@myndm.com
Servicing Dept: Servicing@myndm.com

Account Manager:

Phone:

Email:

FHA Case Number Requests
VA Appraisal Requests
Comp Changes, DU/LP/VA/GUS Sponsorships, Renewals
Lock Desk hours 7:30AM to 5:00PM PST (Online 7:00PM)
Loan Manager and DU/LP Errors
(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.encompasspoconnect.com/#/content/login> or by clicking on LOGIN from our Company site

MORTGAGEE CLAUSE (LOSS PAYEE)

Nations Direct Mortgage LLC, ISAOA

P.O. Box 961292

Fort Worth, TX 76161-0292

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 in the Broker Portal under NDM Links. This allows us to easily re-issue credit, run DU, and LP using these credit reports from these vendors.

APPRAISAL INFORMATION & AMC SET-UP

Nations Direct Mortgage works with multiple Appraisal Management Companies (AMCs) throughout the country to provide the best local appraisal services. [Click Here](#) to view our list of approved AMCs. You can choose which AMC you would like, or we will assign one for you. Once we assign you to an AMC, a link will become available in Loan Manager that will redirect you to your AMCs order page. You will then need to set up an account with the AMC directly for credentials.

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: Most AMCs will have their own fee grid or you can request a quote. 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 transfers 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: *I've received the Appraisal, now what?*

Answer: Upload the Appraisal to Loan Manager and notify your Account Manager that the Appraisal has been received and uploaded by clicking on that "Notify Lender" button in Loan Manager.

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.

ORDERING APPRAISALS

You can order your appraisal through the AMC by going directly to their website and logging in with your credentials that you have set up with them. You can also access your assigned AMC by going into the loan in Loan Manager and hitting "Order Appraisals" under the Loan Actions Menu which will take you to the AMC's website.

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
 1. Sponsor's Identification Number: 902580-00-00
 6. Name: **Katie Slater** Phone Number: **949-656-7680** 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

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.

DU Sponsorship: <https://www.fanniemae.com/singlefamily/desktop-originator#>

- Review [Step by Step Guide](#) on how to request DU Sponsorship

LP Sponsorship: <https://sso.freddiemac.com/eai-jct/com.ibm.tivoli.sms.cda.app/cda.jsp>

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
5 Hutton Center Dr., Suite 200
Santa Ana, CA 92707

GUS Sponsorship:

USDA has now made GUS available to non-approved Lenders and Brokers. To access GUS please complete steps 1 and 2 from the following link: <https://www.tfaforms.com/4633724>

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 on our *Wholesale site – Resources – Forms & Documents - General Forms & Documents* **OR** 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 on the *Wholesale site – Resources – General Forms & Documents* **OR** Here: [Fee Schedule](#)

PRIVATE MORTGAGE INSURANCE

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

Genworth: <https://new.mortgageinsurance.genworth.com/rate-cards?redirect=no>

Arch: <https://ratestar.archmi.com/quote/#/newquote>

Essent: <https://ratefinder.essent.us/>

National MI: <https://rate-gps.nationalmi.com/#orgId=01771/>

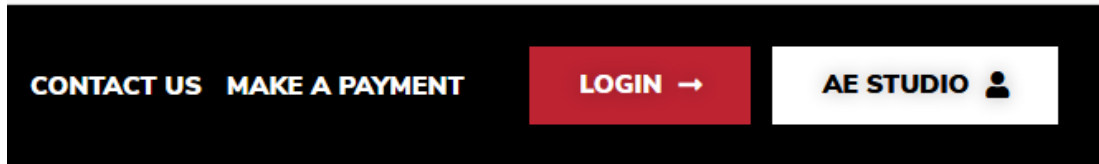
Lender paid Rate Quote: Use Nations Direct Rate Sheet under **“MYNDM LINKS”**

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 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 2 options.



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

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

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.

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 can send mortgage disclosures electronically through a secure website which requires the borrower’s consent to do business electronically. The borrower(s) must econsent to esign disclosures. The Econsent is auto sent with the initial disclosures. If the borrower does not esign within 3 days of the app date they are sent to fulfillment (mailed), but the borrower still has access up to 7 days from the sent date to esign even if they were mailed. The econsent would continue to go out with each set of disclosures until signed (or not). If the borrower does not sign anything and does not sign the mailed copies, then we would go off the mailbox rule.

Mailbox rule – If it is mailed or electronically delivered, it is considered received three business days after it is delivered or placed in the mail. If disclosures are mailed out, only the signed notice of intent to proceed is required to be uploaded to the portal.

If consent is not received, documents will be mailed out. If borrower(s) are having trouble econsenting/esigning, they can reference this guide:  [E-Consent & E-Signing Process](#)

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 \(Agency\)](#) or [Lock Policy \(Non-Agency\)](#)

LOCK DESK HOURS

You will not be able to lock online after these hours and will be subject to next day’s pricing. Any extension requests that come in after 4:00 PM PST will be considered received next day. Lock hours: 7:30 AM to 7:00 PM PST (Excluding weekends & Holidays).

LOCKING – HOW AND WHEN?

HOW:

Through Optimal Blue (OB) which can be accessed through the Loan Manager Portal. For instructions see Product & Pricing in Submitting the Loan section in this guide.

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.

Alt-Prime 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.

LOAN SUMMARY:

Locked 3.500%
07/10/2019 - 08/26/2019 (48d)
[Search Product and Pricing](#)

Amortization Type	Amortization Term
Fixed Rate	360
Loan Program	
30 Yr Fixed - Premier Conv	

Not Locked 4.000%

Amortization Type	Amortization Term
Fixed Rate	360
Loan Program	
-	

Lock Requested 3.250%
[Search Product and Pricing](#)

Amortization Type	Amortization Term
ARM	360
Loan Program	
5/1 ARM - FHA	

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. Extensions require to be requested by 4:00 PM PST the day of lock expiration.

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

WORKING WITH THE LOAN

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 Docs 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.

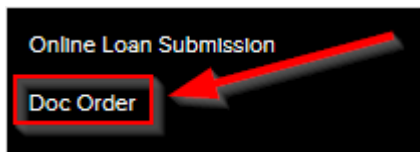
The initial or any Final Revised CD that requires a new waiting period needs to be received by borrower 3 business days prior to Consummation.

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 Alt-Prime 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 require for EACH borrower prior to sending disclosures electronically
Mail	3 Business days after LE/CD are place 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 Clear 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](#)



This form can be found on our *Wholesale Site – Resources – Forms & Documents – General Forms & Documents – Doc Order* **OR** here: [Doc Order Form](#)

Complete this form accurately to ensure a smooth closing and no last-minute delays. If you have any questions on how, please reach out to your Account Manager and they will be able happy 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

Dovenmuehle Mortgage, Inc. 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 DMI directly:

Customer Service (800) 669-4268

Dovenmuehle Mortgage, Inc.
1 Corporate Drive
Suite 360
Lake Zurich, IL 60047

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

BORROWER

Need to make a payment?

[Click Here](#)

Your Loan Servicing Center

Impacted by Coronavirus Disease (COVID-19)?
Learn more about [Hardship Assistance and Fraudulent Activity Awareness](#)

Click [Here](#) for Disaster Assistance Information

Our website is getting a new look and we're excited to show you!
Login and click on the video link for a preview.

Note: If you wish to register a second loan, please login to add additional loans to your account. You can do this under My Account/Account Settings page.

Username:

Password:

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.