

Contacts

Loans can be locked until 8:00 pm EST Monday–Friday. You may contact our secondary department with any questions by emailing secondary@townemortgage.com, Monday–Friday, 9AM – 6PM EST.

Please Note: Rates may change at any time due to market conditions and at time of extreme market volatility. Towne may suspend the receipt of rate lock request until new rates can be published.

Locking Rates

Locking is to be done in Encompass TPO Connect using the Optimal Blue Interface. If you do not have a log in or do not know how to lock within Encompass TPO Connect, please contact your Account Executive, Client Relations Representative or Encompass Support at esupport@Townemortgage.com.

Towne Mortgage Company strictly enforces a Par Pricing Policy. It is the loan officer's responsibility to confirm that the borrower is fully made aware of any and all charges when pricing and locking loans. To obtain a detailed copy of the Par Pricing Policy, please contact your manager.

Towne offers 15, 30, 45, 60 and 90 day locks on most of its products.

In the event that a rate lock would expire on a weekend or holiday using the typical lock term, the lock expiration will push forward to the next business day.

A loan is not considered locked until it is reflected as such in Encompass TPO Connect (not OB interface). Once pricing is accepted by the loan officer, they should promptly exit the loan in Encompass TPO Connect so the OB pricing can pass through properly. If the OB pricing does not pass through to Encompass TPO Connect the loan will not be considered locked.

Lock Extensions

All locks can be extended on any day, up to 8PM EST unless it is in a clear to close status and then contact secondary, as long as the lock has not yet expired. A lock can be extended up to 3 times, and up to 30 days. The fee schedule locks are as follows:

Lock Extension Duration	Cost
1-6 days	2bps per day
7 days	.125
15 days	.25
30 days	.50

In the event the selected time period for an extension ends on a weekend or holiday, the extension will automatically extend to the next business day at an additional cost of 2bps per day (i.e. if a 15 day extension lands on a Saturday, the loan will be charged the standard 15 day extension cost of 0.250, plus another 0.04 for the additional 2 days to bring it to Monday). All loans will be reviewed for a clear lock validation prior to



extensions being approved. To prevent denial of an extension please ensure that all profile changes have been made through OB prior to requesting the lock extension.

If a loan is within 48 hours of expiration or in a clear to close status, and the current rate/lock term is better or the same as the original lock. The loan can be extended for free for up to 7 days only, by emailing secondary@townemortgage.com.

Relock Policies

After a lock has expired, the lock may be reinstated and relocked by using worst case pricing. This is calculated by comparing the original lock's BASE PRICE before adjusters, and the current rate sheet's price of the SAME LOCK TERM (i.e. 45 day original compared to 45 day current). Whichever term has the lower price will be the end base price of the relocked loan. All relock terms are relocked for 15 days from the time of relock regardless of the original lock term (plus any extension fees already incurred).

Expired Locks

A locked loan that has expired for greater than 30 days will be considered a new lock.

Loan Term Changes

In the event that a term on a locked loan changes prior to closing, pricing will be updated using the rate sheet that was used for original pricing. All loan level pricing adjusters will be recalculated using the updated values.

Changes made on loans that have been expired will be repriced when the loan is ready to be relocked. This will be done as a worst case scenario (inclusive of all loan adjustments including extensions), comparing the updated loan terms on the original lock day, to the current rate sheet.

Product Changes

This is only permitted on Fixed Agency and Government loans (i.e. from conventional fixed lock to FHA lock or FNMA to Freddie) on a locked loan product change prior to closing, pricing will be updated using the rate sheet that was used for original pricing. All loan level pricing adjusters will be recalculated using the updated values.

Product changes made on loans that have been expired will be repriced when the loan is ready to be relocked. This will be done as a worst case scenario (inclusive of all loan adjustments including extensions), comparing the updated loan terms on the original lock day, to the current rate sheet.

Mini-Correspondent

All Closing/Collateral packages must be delivered to TOWNE no later than the lock expiration date to avoid extension fees. If the Correspondent cannot make the delivery time frame, they must have the lock extended, or be subject to re-lock fees (see above policy).
