

**SUBJECT: Underwriting Escalation Process
(Updated)**

BULLETIN 19OCT24

October 24, 2019

**** IMPORTANT NOTICE ****

In order to be consistent, we ask that if you have any questions regarding conditions, loan approval, or the loan decision, that you first reach out directly to the Underwriter on the file. We have found that in most cases, any questions can be worked through when we take the time to discuss with those who are most knowledgeable on the loan file. Should a resolution not be reached after a discussion with the Underwriter, it is then appropriate to escalate your questions/concerns to management.

Please follow the below escalation for loan file review/discussion.

- First contact should always be with the underwriter assigned to your file.
- Should that underwriter be out of the office or should a resolution not be reached, please contact the Underwriting Manager.
- Should the Underwriting Manager be out of the office or if further escalation is required, please reach out to the Deputy Director of Operations.

Thank you,

Towne Family of Companies