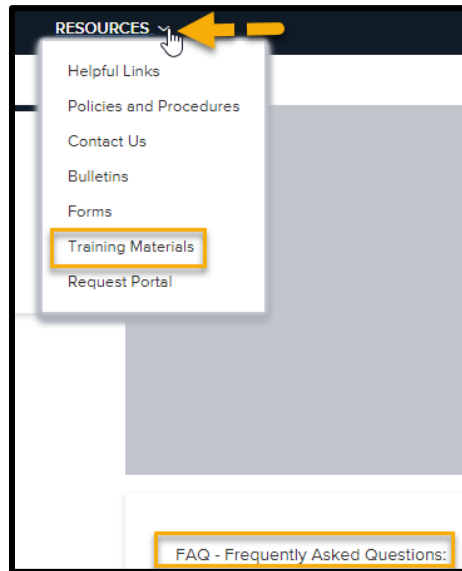


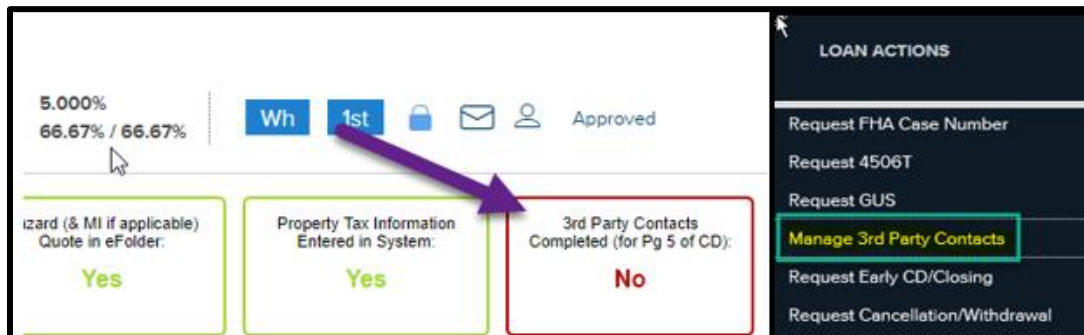


FAQ's for TPO!

1. **“Where can I locate the previous FAQ's within TPO Connect for reference?”**
 - a. Under the Resources Tab → Training Materials → FAQ – Frequently Asked Questions section.



2. **The verbiage in the box to achieve the ‘YES’ for the 3rd party contact information (for page 5 of the CD) has been updated.**
 - a. This has been streamlined to match the screen you will utilize within TPO Connect to fill in the contact information.
 - i. Under Loan Actions → Manage 3rd Party Contacts



3. “I updated my 3rd Party Contact information and I am still receiving a ‘NO’ and cannot request my CD.”

- a. Any fields that have an asterisks next to them are required and must be completed to flip the ‘No’ to a ‘Yes’

Title Company/Settlement Agent Information	
Title Company/Settlement Agent: *	Interstate Title
Address: *	19500 Victor Parkway
City: *	Livonia
State: *	Michigan
Zip: *	48152
Contact Person: *	
Phone: *	734-464-4171

4. “Where can I update the estimated closing date in TPO?”

- a. Under the 1003 → Loan Information → Within the ‘Types of Mortgage and Terms of Loan’ section. The estimated closing date is in the bottom right corner underneath the application date.

LOAN SUMMARY	
1003	
Loan Information	
Borrower Information	
Employer History	
Income & Expenses	
Assets & Liabilities	
Transaction Details	
Information for Government Monitoring	
Comments	

Decision FICO	792
Interest Rate	4.875
Prepayment Penalty	No
MI Coverage	
MI Months	
<input type="checkbox"/> Lender Paid Mortgage Insurance	
Impound Waiver	Not Waived
Documentation Type	(F) Full Documentation
Application Date	02 / 22 / 2019
Estimated Closing Date	03 / 25 / 2019

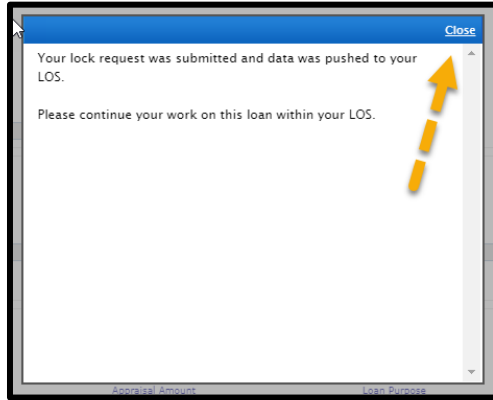
5. “What do I put in for contact information if the file doesn’t have a buyer or seller real estate agent on the 3rd Party Contacts screen?”

- a. There is a dropdown next to ‘For Sale By Owner’ to use in these situations.
 - i. Not FSBO = You must completely fill out the fields for both agents
 - ii. No Seller’s Agent = You must complete the buyer’s agents fields
 - iii. No Seller’s and Buyer’s Agent = For Sale By Owner aka no real estate agents and no fields will be required

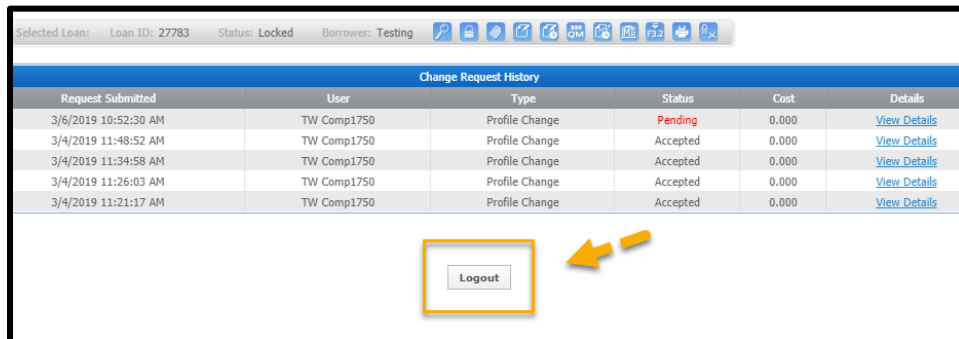
Real Estate Agents	
For Sale By Owner: *	No Seller's and Buyer's Agent
Real Estate Broker (B)	Not FSBO
	No Seller's Agent
	No Seller's and Buyer's Agent
Buyers Agent Company Name: *	
Address: *	

6. “When I do a profile change in product and pricing – it doesn’t go through and I have to reach out to Secondary to complete.”

- a. When locking the loan for the first time – you will need to click the ‘Close’ button on the final pop-up to push the request to our lock desk.



- b. After completing a profile change – you will need to click the ‘Logout’ button in the middle of the screen.



Please Note:

Starting April 1st we will be removing the links to the Request Portal. Please use the Loan Actions in TPO Connect to order your FHA Case Number, GUS, 4506t, Early CD, Cancellations, and Closings.

