



## HOW TO: Request Cancellation/Withdrawal through TPO Connect

**Step 1:** In TPO Connect, under Resources – log into the Request Portal using the loan number, borrower’s last name and your organization ID (Your Company’s NMLS #).

A screenshot of the TPO Connect interface. On the left, a dark blue header contains the word "RESOURCES" with a downward arrow. A white dropdown menu is open, listing "Helpful Links", "Request Portal" (highlighted), "Contact Us", "Policies and Procedures", "Bulletins", and "Forms". To the right, there are three white input fields with rounded corners, labeled "Loan Number", "Last Name", and "Organization Id". Below these fields is a red button with white text that says "Lookup Loan".

**Important:** All Fields Required

**Step 2:** Click on Request Cancellation/Withdrawal Screens. Using the drop-down next to cancellation reason, select the reason and add optional comments in the Comments box.

A screenshot of the "Request Cancellation/Withdrawal" form. On the left is a dark blue sidebar with a list of menu items: "Request FHA Case Number", "Request 4506T", "Request Early CD/Closing", and "Request Cancellation/Withdrawal Screens". The main content area has a white background with a dark blue header that says "Request Cancellation/Withdrawal". Below the header, there is a "Cancellation Reason:" label followed by a blue dropdown menu with the word "Select" and a downward arrow. Below that is a "Comments (optional):" label followed by a large white text area with a vertical scrollbar. At the bottom of the form, there is a grey bar with the text "Not Requested" on the left and a red button with white text that says "Request" on the right.

# Encompass How To – Request Cancellation/Withdrawal

## Request Cancellation/Withdrawal

Cancellation Reason:

Comments (optional):

- Preferred Another Lender
- Other Costs Perceived As Too High
- Decided Not to Purchase
- Product We Do Not Offer
- HELOC - Customer does not want to proceed
- Unable to Contact
- Rates not Competitive
- Decided Not to Purchase
- Builder Paid Incentives
- Borrower Rescinds at Closing
- Customer Does Not Want to Proceed

Not Requested

**Step 4:** Hit request and the request will flow to the Production Support team to update the file internally. Once updated on our side the loan will auto-move to the archived section in TPO Connect.

**Please reach out with any questions/concerns at [ProductionSupport@Townemortgage.com](mailto:ProductionSupport@Townemortgage.com)**