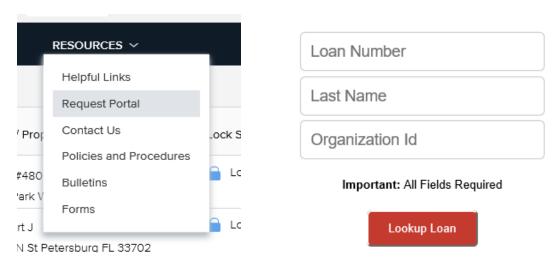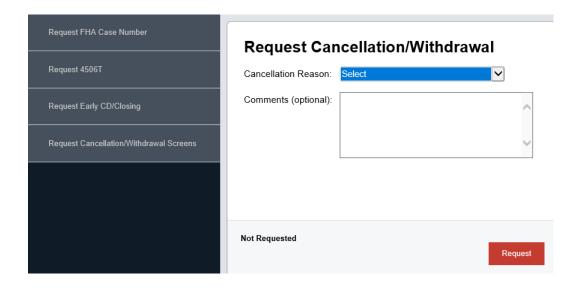**TOWNE** FAMILY OF COMPANIES

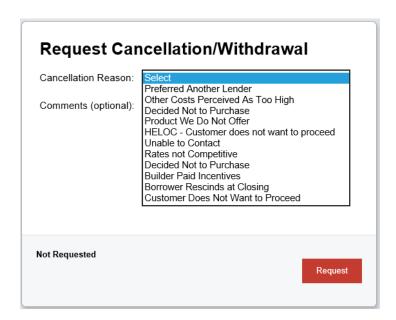## HOW TO: Request Cancellation/Withdrawal through TPO Connect

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 #).

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.

7/5/18

Request Cancellation/Withdrawal

Cancellation Reason:

Comments (optional):

Select
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

Request

Step 3: 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