

HOW TO: Request a Cancellation

Step 1: Access your loan from the pipeline in TPO Connect and scroll down to Loan Actions and click on Request Cancellation/Withdrawal.



Step 2: Use the drop-down to select the cancellation reason and the message box for any additional information and hit Request.

Request Cancellation/Withdrawal		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	Cancellation Reason: Comments (optional):	Select	>
Not Requested	Request	Not Requested		Request

Note: The request will flow to our Production Support team to complete the cancellation within 48-72 hours. Once completed, the loan will automatically move to your Archived Loans.