

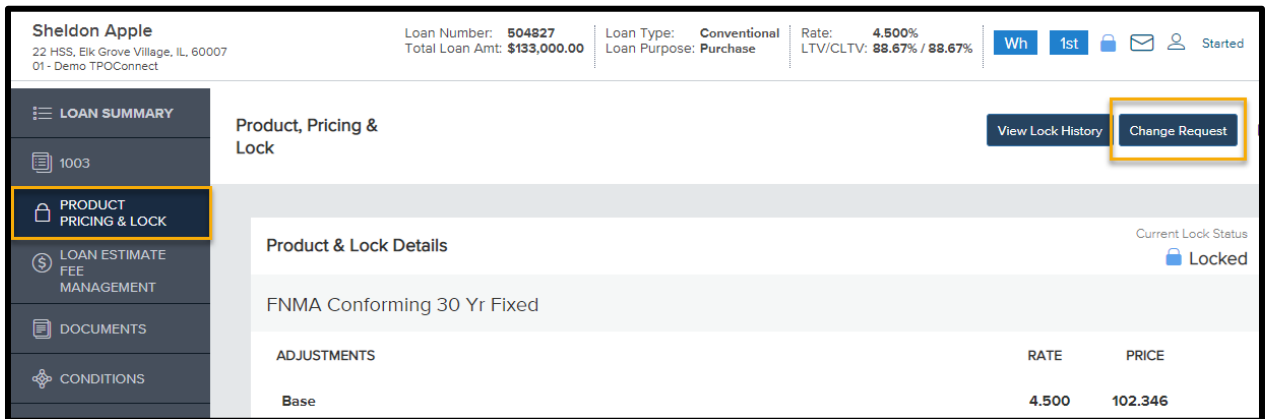


HOW TO: Request a Lock Extension

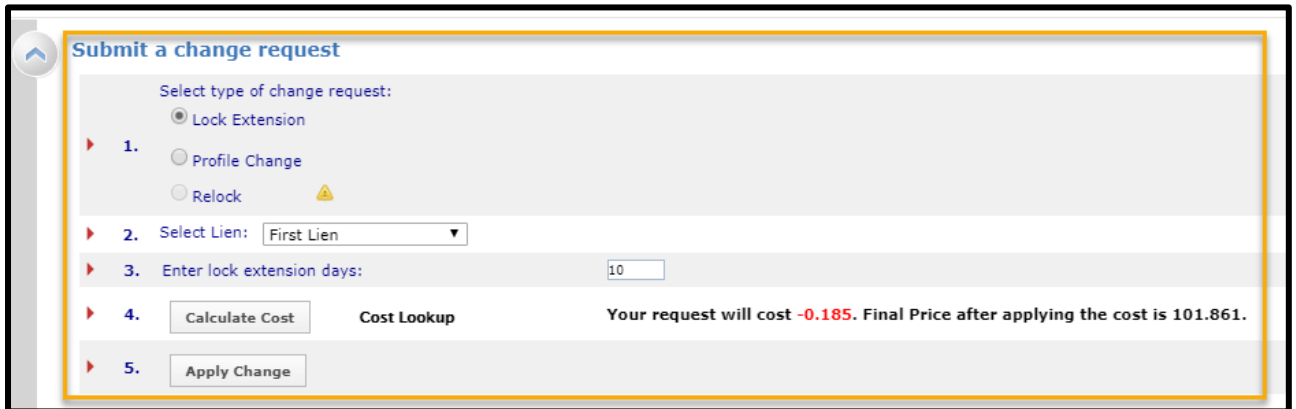
Lock Extensions can be requested using the steps below. If the lock has expired, please reach out to Secondary at, Secondary@TowneMortgage.com to assist with your Lock Extension.

Note: After completing the Lock Extension, you **MUST** exit the loan and go back into the pipeline to allow the product and pricing engine to update the loan.

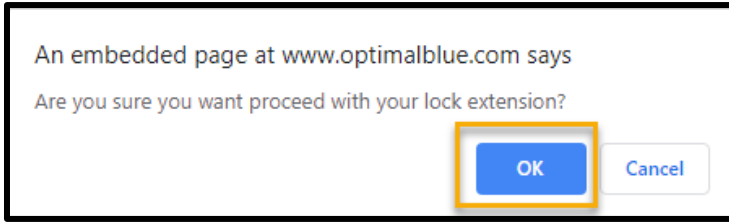
Step 1: On the Product and Pricing screen, click on the Change Request button in the top right corner.



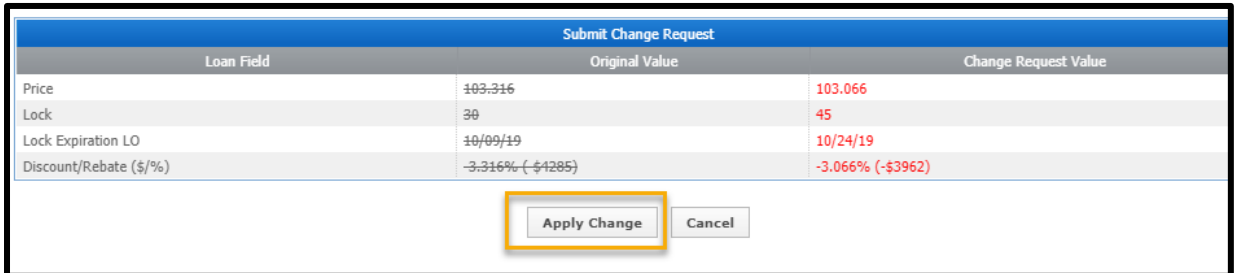
Step 2: Under **Select type of change request**, confirm the following: Lock Extension, the lien position, how many days you want to extend the lock and click Calculate Cost to preview the Final Price and click Apply Change.



Step 3: On the pop-up confirm you want to proceed with the extension by clicking OK.



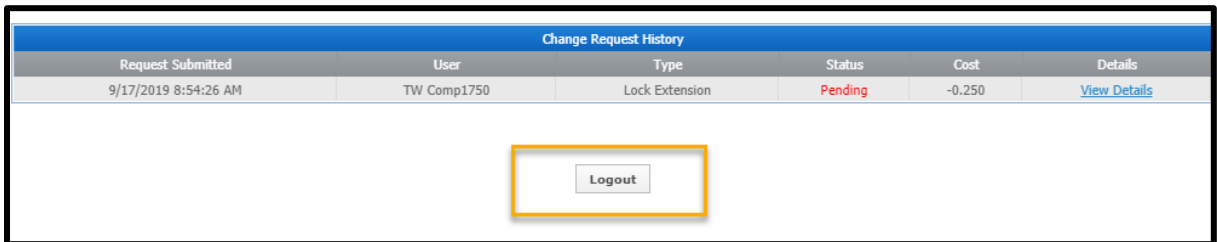
Step 4: The next screen will show you the changes that will be processed, if everything is correctly – click Apply Change.



Loan Field	Original Value	Change Request Value
Price	103.316	103.066
Lock	30	45
Lock Expiration LO	10/09/19	10/24/19
Discount/Rebate (\$/%)	-3.316% (-\$4285)	-3.066% (-\$3962)

Apply Change Cancel

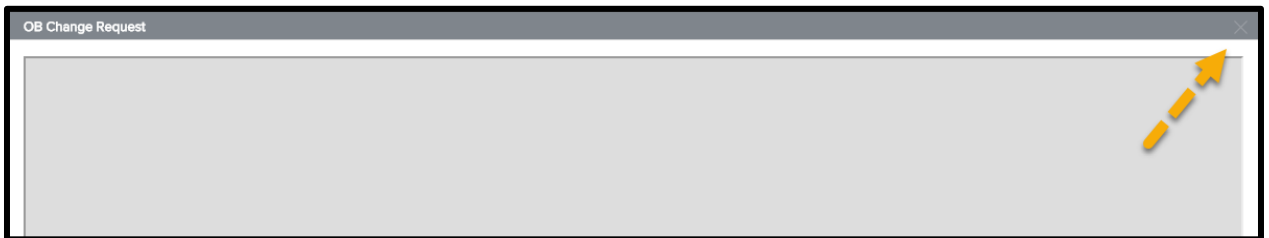
Step 5: Click Logout.



Request Submitted	User	Type	Status	Cost	Details
9/17/2019 8:54:26 AM	TW Comp1750	Lock Extension	Pending	-0.250	View Details

Logout

Step 6: To ensure the Product and Pricing engine can get into the loan to make the necessary changes, close any other pop-ups that may appear and go into the Pipeline in TPO Connect. The change usually takes 2-3 minutes.



Note: After completing the Lock Extension, you MUST exit the loan and go back into the pipeline to allow the product and pricing engine to update the loan.