



Lock Desk Policies

LOCK DESK POLICIES

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Lock Desk Policies

LOAN UPLOAD / REGISTRATION

All loans must be input or uploaded to Mortgage Solutions Financial (MSF) through [Byte](#) prior to locking the loan.

LOCK DESK HOURS

The lock desk is open 9:00 am and 6:00 pm MT Monday through Friday, excluding federal holidays.

Pricing will be made available no later than 9:00 am MT. Lock Requests may be made between 9:00 am and 6:00 pm MT Monday through Friday and must be made through [Byte](#). Requests for lock extensions, rate changes, product changes, rate locks etc. may be made during these hours through [Byte](#).

All requests will be processed between the hours of 8:00 am and 6:00 pm MT Monday through Friday, excluding federal holidays.

LOCK REQUESTS

All lock requests must be made through the pricing engine (Optimal Blue) which is accessible through [Byte](#). MSF requires a property to lock a loan and TBD's are not eligible to be locked.

Incomplete lock requests that require further information and / or clarification from the loan originator are considered "pending" and are not protected in the case of a price change. Mortgage Solutions offers lock periods of 15, 30, 45, 60, and 75 days. Longer lock periods may be allowed on a case by case basis by contacting locks@mortgagesolutions.net and may involve an upfront fee.

LOCK CONFIRMATIONS

Lock confirmations will be generated and published to [Byte](#) when the lock request is accepted. Please allow the full 24 hours to process lock requests before making a follow-up inquiry.

DISCREPANCIES

Please check Lock Confirmations upon receipt. Contact locks@mortgagesolutions.net if there is a discrepancy. **It is the originator's responsibility to notify MSF immediately to correct a discrepancy. Corrections after 24 hours may affect the customer's price.**

DUPLICATE REGISTRATION AND LOCKS

If a Loan Upload / Registration duplicates an active lock, the original lock is honored. When a loan is submitted for lock and an active lock already exists for that borrower and property address at MSF, only the original lock will be honored (regardless of originator or origination channel). The duplicate lock request will only be honored with a signed letter of intent from the borrower stating which originator they would like to use.



Lock Desk Policies

Locks will never be transferred.

CHANGES TO A LOCKED LOAN

PRICE / RATE ADJUSTMENTS

All applicable price/rate adjustments are listed on the Lock Confirmation and in [Byte](#). Adjustments are subject to change based on changes in loan data and will be updated within 24 hours of loan level data changing within MSF systems.

Product changes to or from non-conforming programs, bond programs, or DPA programs may require a re-commitment fee if the loan is already locked or being re-locked.

Locks will never be transferred.

PROGRAM AND INTEREST RATE CHANGES

If the loan is locked when the request is made, pricing will be based on the original lock date.

Changing to or from a bond or DPA program may require a re-commitment fee be charged.

REQUESTING A PROGRAM CHANGE OR INTEREST RATE CHANGE

Changes may be requested by submitting your loan to the pricing engine through [Byte](#) and selecting a "Profile Change".

CHANGE OF PROPERTY

Change of property will be considered a new registration and is subject to current market pricing.

LOCK EXTENSIONS

- *Lock extensions are granted for up to 1-35 days at a cost of 0.025 per day.
 - A maximum of 35 days total time extended
 - If more than more than 35 days total extension time is needed, the loan must be re-locked using worse case pricing once the existing lock expires.

Lock Extension Requests must be made by submitting a Lock Extension request through [Byte](#) / Optimal Blue prior to lock expiration.

* Extension Policy applies to all products..



Lock Desk Policies

Mortgage Solutions Financial encourages all originators to monitor lock expirations very carefully. **Failure to extend locks prior to their expiration date in order to meet funding dates may result in costly re-pricings.**

RE-LOCKS

Re-locks will be priced based on Worse Case Pricing (WCP) unless the original lock has been cancelled or expired for more than 30 days. The amount of re-lock days is based off of the original amount of lock days unless the original lock has been cancelled or expired for more than 30 days. Re-lock requests must be made by emailing locks@mortgagesolutions.net.

- Re-locking a non-conforming program may require a re-commitment fee to be charged

WORSE CASE PRICING

WCP will be determined by comparing the original total price (including all adjustments and fees) to the current total price (including all adjustments). The lower of the two prices is the WCP that will be used.

Example #1

	Original Lock	Current Pricing
Rate Sheet Price	(1.250)	(1.00)
FICO	0.250	0.250
Total Price	(1.000)	(0.750)
Worse Case Price		(0.750)

Example #2

	Original Lock	Current Pricing
Rate Sheet Price	(1.250)	(1.250)
FICO	0.250	0.750
Total Price	(1.000)	(0.500)
Worse Case Price		(0.500)



Lock Desk Policies

RATE RENEGOTIATION POLICY

In an improving market, an originator may be able to renegotiate the interest rate on an active lock to keep a borrower from seeking better financing elsewhere if the result is a minimum 0.125% improvement in rate to the borrower.

- A renegotiation may be exercised only once per loan and will be calculated at current market price less 0.500% and will be capped at the original Discount / Rebate to the borrower (using the original locked compensation agreement). The Discount / Rebate to the borrower will not improve.
- Once a lock has been renegotiated, it can not be raised above the renegotiated rate.
- A renegotiation does not change the existing lock expiration date. If additional time is required, the lock may be extended based on the lock extension policy.

* Rate Renegotiation Policy applies to all products except DPA and Farm products. All rate renegotiation policies and costs will be passed through from the investor.

WITHDRAWN OR CANCELLED LOCKS

A lock may be cancelled or withdrawn at the originator's request by emailing locks@mortgagesolutions.net.

Not cancelling lock requests in a timely manner can have a negative and substantial impact on a customer's pricing over time. Please be sure to cancel locks as soon as it is evident that the loan will not be closing. Cancellations or withdrawals are serious considerations as the loan immediately ceases to be price or guideline protected.