

Withdrawing an Application



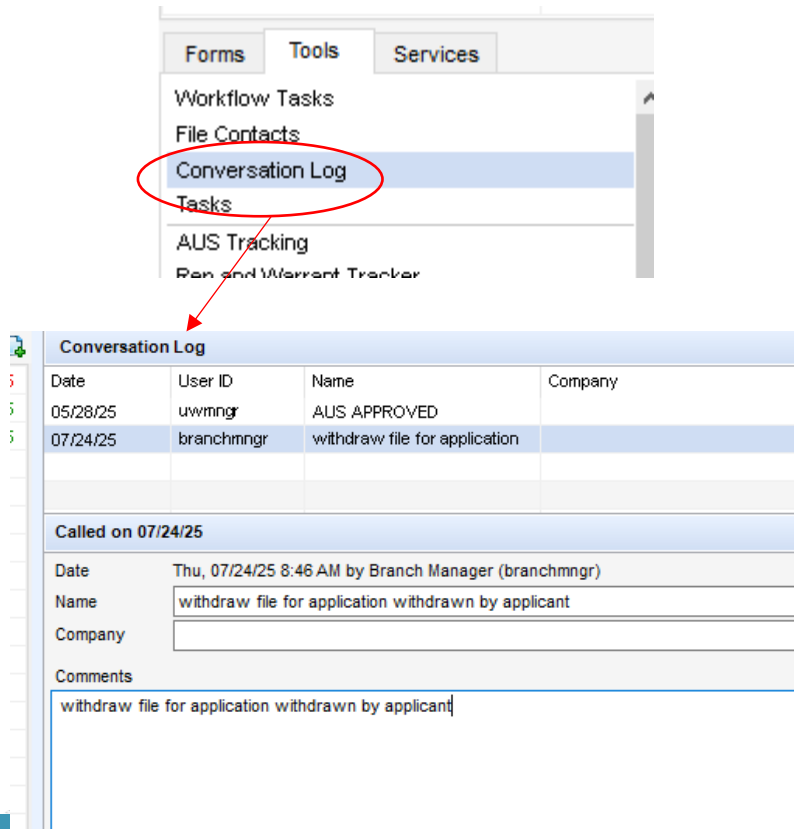
M/I FINANCIAL, LLC

A Subsidiary of M/I Homes, Inc.

Withdrawing an Application

Prior to any action within Encompass, you will need to make a note in the conversation log.

There are three action taken reasons permitted. **See slide 6-12 for specific withdraw guidance/approved not accepted guidance**



The screenshot shows the Encompass interface with a sidebar menu. The 'Conversation Log' item is circled in red. Below the menu, the 'Conversation Log' table is displayed with the following data:

Date	User ID	Name	Company
05/28/25	uwmgmr	AUS APPROVED	
07/24/25	branchmgr	withdraw file for application	

Below the table, there is a section titled 'Called on 07/24/25' with the following details:

Date: Thu, 07/24/25 8:46 AM by Branch Manager (branchmgr)
Name: withdraw file for application withdrawn by applicant
Company:
Comments: withdraw file for application withdrawn by applicant

Application approved but not accepted

If an Approved (conditional) credit decision is provided, and the borrower decides not to move forward, the reason for withdrawal will be "Application approved but not accepted."

Application is withdrawn by applicant:

Use this option if, within 30-days of application, a credit decision is not made on the account, and the borrower has expressed either verbally or in writing they no longer want to move forward with their loan application.

File closed for Incompleteness

It is our goal to provide every applicant(s) adequate time to provide the required documents. If the borrower has failed to return the necessary documents to extend credit LO will issue a "Notice of Incomplete Application" (NOIA), which will detail the missing documents and provide the response

Withdrawing an Application

If your loan has been locked, you will need to send a cancellation through Optimal Blue.

Optimal Blue: Cancellation

Lock Cancellation requests are to be sent through OB notes. Once the cancellation comment is entered, you will then withdraw the loan on the **M/I Notice of Incomplete Application** screen.

Please note: you **MUST** enter OB note first as you will lose edit-access to the **M/I Notice of Incomplete Application** once you've withdrawn the loan.

Loan Notes

Notes

Cancel Lock - Contract canceled by builder

Go to notes, add note requesting lock cancellation, select "email secondary" and add

☒ Email Secondary

Add

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Withdrawing an Application

When an application needs to be withdrawn, go into, forms, notice of incomplete action.

Click the button with the applicable reason for withdrawing the loan and press save.

If it's withdrawn by buyer, Press the application withdrawn button.

If it's being withdrawn because buyer won't provide needed information, Press the File closed for Incompleteness button.

If it's approved and buyer doesn't like the terms, Press the Application Approved but not Accepted button.

The screenshot displays the 'M/I Notice of Incomplete Application' form. On the left, a sidebar menu under the 'Forms' tab lists various document types. The 'M/I Notice of Incomplete Application' item is circled in red. Three red arrows originate from the text instructions on the left and point to specific buttons in the form: the first arrow points to the 'Application Withdrawn' button, the second to the 'File Closed for Incompleteness' button, and the third to the 'Application approved but not accepted' button. The form itself contains fields for 'HMDA Status', 'NOIA Issued' (with a calendar icon), and 'Deadline to provide missing information' (also with a calendar icon). There are buttons for 'Application Withdrawn', 'File Closed for Incompleteness', 'Application approved but not accepted', and 'eFolder' (with a help icon). On the far right, a small icon representing a folder with documents is circled in red.

Alerts & Messages Log
eConsent Accepted - Pitt Rock Jr 03/01/25

M/I Notice of Incomplete Application

Notice of Incomplete Application

HMDA Status NOIA Issued //

Application Withdrawn

File Closed for Incompleteness

Application approved but not accepted

Deadline to provide missing information: //

eFolder ?

Forms Tools Services

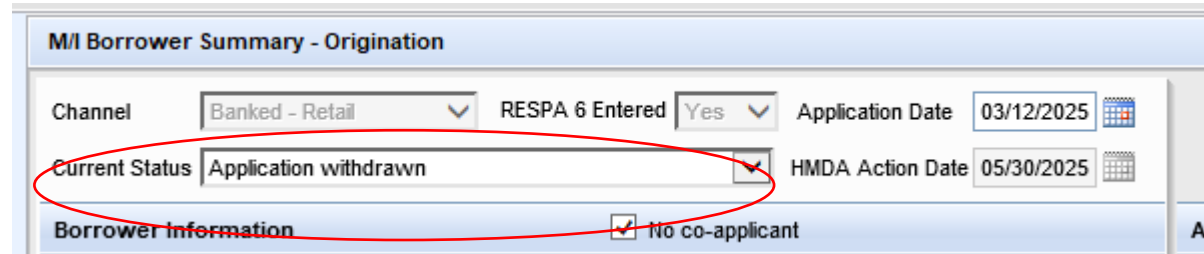
Verification of Other Income
Verification of Other Liability
Borrower Information - Vesting
Property Information
Aggregate Escrow Account
RegZ - CD
Closing Conditions
Closing Disclosure Page 1
Closing Disclosure Page 2
Closing Disclosure Page 3
Closing Disclosure Page 4
Closing Disclosure Page 5
MA Escrow Holdback
Closing Vendor Information
eSigner Representatives
MA Lock Comparison
MA Notice of Incomplete Application
Statement of Denial

Withdrawing an Application

When you have completed the action taken screen and pressed the save button, and the withdraw is now complete.

You can confirm the file is withdrawn by reviewing the M/I Borrower Summary – Origination screen.

You will also get the following error when trying to go back into the loan.

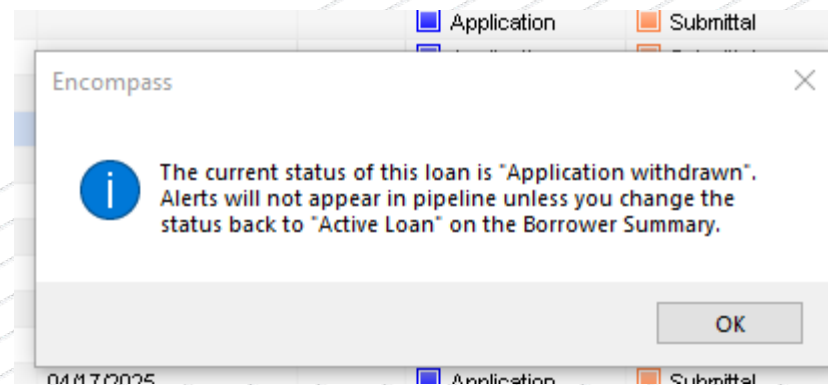


M/I Borrower Summary - Origination

Channel: Banked - Retail RESPA 6 Entered: Yes Application Date: 03/12/2025

Current Status: Application withdrawn HMDA Action Date: 05/30/2025

Borrower Information: ☒ No co-applicant



Withdrawn/Approved not Accepted (ANA) Guidance



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Withdrawn/Approved Not Accepted Guidance

Please find the guidance on how to determine if a loan should be completed as **Withdrawn** or **Approved Not Accepted**.

Upon receiving a loan application, MIF must notify the applicant(s) of the status of the loan within **30 days**, whether we have a complete or incomplete loan application.

Generally, the notice to the borrower should be **approved**, **declined**, or **withdrawn**.



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Withdrawn/Approved Not Accepted Guidance

Withdrawal

Use this option if, within 30 days of application, a credit decision has not been made on the account and the borrower has expressed either verbally or in writing they no longer want to move forward with their loan application. This is also used if the file is “conditionally” approved.



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Withdrawn/Approved Not Accepted Guidance

Application approved but not accepted.

If an **Approved** with conditions credit decision is provided, and the borrower decides not to move forward, the reason for withdrawal will be “Application approved but not accepted.”

Definition of approved is subject to loan documentation: have we determined **creditworthiness**?
Do we have **credit, assets, and income** validated? (no outstanding LOXs, gifts, income or asset docs)

Conditional approval does NOT = approval (this is a change on how we view “approval”)

HMDA Definition of Approved Not Accepted:

Full UW credit approval needed. **All credit checks, income verification, and credit worthiness requirements are complete and met.**

This would mean -

The loan has no remaining **prior to approval** income, assets and creditworthiness conditions (Ex: Earnest Money deposits, LOE for large deposits, VOE to show breakdown of (type) income, etc.).

Managers will use their discretion to determine if the “approval threshold has been met.

Please note documents and conditions should also reflect the approval of loan (cleared conditions)

Withdrawn/Approved Not Accepted Guidance

File closed for Incompleteness

It is our goal to provide every applicant(s) adequate time to provide the required documents.

If Borrower fails to return the necessary documents to extend credit. LO will issue a " Notice of Incomplete Application" (NOIA), which will detail the missing documents and provide the response time (i.e., 30 days). In the event the borrower fails to return the necessary documents after sending the NOIA, the loan should be withdrawn, using "File closed for incompleteness."

(Ex. If you send a NOIA giving the borrower 30 days to respond, and there is NO communication, you may only issue one more 30-day NOIA on the loan file- **Our goal is to allow a max of 60 days total**)

If the borrower responds to the NOIA by sending some or all of documents requested, then the LO should document the loan, and the clock would then start again.



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Approved Not Accepted - Example

Condition Type		<All Conditions>						
Request Docs Retrieve Docs Doc								
Condition Name	Do ...	External Description	Prior To	Comment	Disposition	Latest Status	Latest Status Date/Time	
	=			=			=	
**MAINTENANCE/UTILITIES PMT	0	MISSING VA MAINTENANCE/UTILITIES PMT ON VA L...	Approval	1		Cleared	02/02/2026 01:01 PM	
Closing Disclosure	0	Provide the fully executed closing disclosure for the hom...	Approval	0		Added	01/28/2026 11:20 AM	
DD214	0	Provide your DD214 (Can be obtained from the VA)	Approval	0		Waived	02/02/2026 01:06 PM	
FHA-CAIVRS	1	Provide evidence of clear CAIVRS for all borrowers	Approval	0		Cleared	02/02/2026 12:52 PM	
Flood Certificate	1	Life of Loan flood certificate to indicate if property is in a...	Approval	0		Cleared	02/02/2026 01:01 PM	
Gift Letter	1	Both you and the gift donor to sign the gift letter.	Approval	0		Added	01/28/2026 10:11 AM	
Initial Application - URLA	1	Original URLA signed and dated by mortgage originator...	Approval	0		Cleared	02/02/2026 01:00 PM	
Misc - Pre-qual Letter	0	Pre-qualification Letter requires loan officer signature &...	Approval	0		Waived	02/02/2026 01:05 PM	
Real Estate Agent Agreement	1	Review of Buyer's Agent Real Estate Agreement.If it exc...	Approval	0		Cleared	02/02/2026 12:52 PM	
Sales Contract	1	Fully executed sales contract including all addendums	Approval	0		Cleared	02/02/2026 12:52 PM	
Social Security Awards Letter	0	Provide your 2025 Social Security Awards Letter showin...	Approval	0		Waived	02/02/2026 01:05 PM	
VA - Certificate of Eligibility	0	Certificate Of Eligibility Documenting Full Entitlement	Approval	0		Cleared	01/27/2026 04:14 PM	
VA Benefits Letter	0	Provide your VA Benefits Award letter showing the mont...	Approval	0		Waived	02/02/2026 01:06 PM	
**COE	0	THERE CAN BE NO CHANGE IN MARITAL STATUS F...	Closing	0		Added	01/27/2026 04:10 PM	
4506-C	0	IRS form 4506-C for appropriate years signed by each b...	Closing	0		Added	01/27/2026 04:03 PM	
Borrower ID	0	ROS government issued photo ID	Closing	0		Added	01/27/2026 04:03 PM	
Certificate of Occupancy	0	Provide certificate of occupancy from municipality.	Closing	1		Waived	03/03/2026 10:15 AM	
Customer Identification	0	Provide legible copy of driver's license or other acceptab...	Closing	0		Waived	02/02/2026 12:51 PM	
Final URLA	0	Verify Receipt of loan officers' signature on the final URL...	Closing	0		Added	01/27/2026 04:03 PM	
Final URLA Signature	0	Signature of all borrowers on the final 1003	Closing	0		Added	01/27/2026 04:03 PM	
Flood Certificate Signature	1	Signature of borrower on flood certification form if subjec...	Closing	0		Added	01/27/2026 04:03 PM	
Seller Contribution	0	Seller contribution cannot exceed 4% (\$13,148)	Closing	0		Added	01/27/2026 04:03 PM	
**CREDIT REPORT	1	For the updated credit report: All transfers on the credit r...	Docs	0		Fulfilled	07/16/2026 10:38 AM	
Appraisal	0	ROS URAR with final value at sales price or higher	Docs	0		Added	01/27/2026 04:03 PM	
Assets - SOF for closing	0	Sufficient assets to close — all pages. Must provide curr...	Docs	0		Added	02/02/2026 01:29 PM	
AUS Findings - Appraised Value/Closing Info/Conditions	0	Verify final AUS reflects accurate closing figures (apprais...	Docs	0		Added	01/27/2026 04:03 PM	
AUS Findings - Lender Cert	0	AUS Cert/Lender Cert to be signed by branch.	Docs	1		Added	01/27/2026 04:03 PM	
Building Permit (or Description of Materials)	1	Provide building permit issued by local governing authority	Docs	1		Fulfilled	07/16/2026 10:39 AM	
Child Care Letter	1	Provide letter from child care provider to show amount of...	Docs	0		Cleared	03/03/2026 10:17 AM	
Credit - Updated Credit Report	0	Repull an updated credit report for a July 2026 closing/...	Docs	0		Added	02/02/2026 01:13 PM	
DRIVE Findings	1	Reviewed at 10-5 Day: Verify that all DRIVE 'high' and '...	Docs	0		Added	01/27/2026 04:03 PM	
Eligibility - DD214	1	Borrower to provide DD214	Docs	0		Cleared	03/03/2026 10:17 AM	
FHA/V.A. Builder's Cert of Plans, Specs & Site	0	FHA/V.A. Builder's Certification of Plans, Specifications...	Docs	0		Added	01/27/2026 04:03 PM	
FHA-LDP / GSA Review, include LO/Builder/Manufactur...	0	Reviewed 10-5 Day: Evidence of Clear LDP And GSA Fo...	Docs	0		Added	01/27/2026 04:03 PM	

Incorrect Actioned File

File was actioned as
Approved Not Accepted.

File should have been
actioned as Withdrawn.

	Do ...	External Description	Prior To	Comment	Disposition	Latest Status
	=		▼	=	▼	▼
	0	IRS form 4506-C for appropriate years signed by each b...	Closing	0	⌚	Added
	0	ROS URAR with final value at sales price or higher	Approval	0	⌚	Added
	1	Final AUS findings to reflect the approved appraised value.	Approval	0	⌚	Added
	1	Automated underwriting figures must agree with all aspe...	Approval	0	⌚	Added
	1	All automated underwriting conditions are satisfied.	Approval	0	⌚	Added
	0	BEFORE CLOSING: NEED UPDATED BANK STATEME...	Approval	0	⌚	Added
	0	ROS government issued photo ID	Closing	0	⌚	Added
	0	Verify Closing Disclosure meeting TRID closing guideline...	Closing	0	⌚	Added
SE ...	0	BEFORE CLOSING: NEED A COPY OF THE SIGNED & ...	Approval	0	⌚	Added
	0	Provide fully executed building contract, plans, specs, an...	Approval	0	⌚	Added
	0	Provide legible copy of driver's license or other acceptab...	Closing	0	⌚	Added
	1	Verify that all DRIVE 'high' and 'medium' conditions have...	Approval	0	⌚	Added
tur...	0	Evidence of Clear LDP And GSA For All Parties In Trans...	Approval	0	⌚	Added
	0	A certification of completion is required to verify the hom...	Docs	0	⌚	Added
	0	Final Inspection For Completion Per Specs And Plans	Docs	0	⌚	Added
	1	Verify Receipt of loan officers' signature on the final URL...	Closing	0	⌚	Added
	1	Signature of all borrowers on the final 1003	Closing	0	⌚	Added
	1	Life of Loan flood certificate to indicate if property is in a...	Approval	0	⌚	Added
	1	Signature of borrower on flood certification form if subjec...	Closing	0	⌚	Added
	1	Homeowner's hazard insurance policy or dec page with...	Approval	0	⌚	Added
	1	Original URLA signed and dated by mortgage originator...	Approval	0	⌚	Added
	0	Provide signed letter of explanation to explain the credit i...	Approval	0	⌚	Added
	0	Final title policy to take no exception for use of Trust.	Purchase	0	⌚	Added
	0	BEFORE CLOSING: NEED A COPY OF THE MOST RE...	Approval	0	⌚	Added
	1	Provide a copy of a valid survey for the subject property.	Approval	0	⌚	Added
	1	Review of Buyer's Agent Real Estate Agreement.If it exc...	Approval	0	⌚	Added
	0	Refreshed credit is required. If debt to income ratio incre...	Docs	0	⌚	Added
	0	Provide a copy of the fully executed HUD-1 Settlement S...	Docs	0	⌚	Added
	7	Fully executed sales contract including all addendums	Approval	0	⌚	Added
	0	Seller contribution cannot exceed ____ % (\$_____...	Closing	0	⌚	Added
	0	Tax worksheet to reflect calculation of improved taxes us...	Approval	0	⌚	Added
	0	Compliance to review trust verbiage PTC.		0	⌚	Added
	0	PROVIDE ONE MONTH STATEMENT TO VERIFY TRU...	Approval	0	⌚	Added
	0	Provide a copy of the trust documents.	Approval	0	✓	Cleared
	0	Provide a one month statement to verify trust fund asset...	Approval	0	⌚	Added
	0	Verbal Verification of Employment must be obtained 5 da...		0	⌚	Added
	0	BEFORE CLOSING NEED A COPY OF THE 2025 W2 F...	Approval	0	⌚	Added



M/I TITLE AGENCY



M/I TITLE, LLC



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TransOhio Residential Title



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