M/I Financial Encompass Loan Officer Standard Operating Procedures

Contents

Duties and Responsibilities

A loan officer's principal duty is to work closely with all M/I Homes borrowers using their expertise and our array of loan products to find the best mortgage loan fitting the borrower's financial situation in a timely, professional manner. In addition, the loan officer must set the appropriate expectation about the loan process so that we may successfully complete the sale of the M/I Home while maintaining a high degree of customer service our borrowers expect and deserve.

The following is our loan officer procedures manual, which we have adopted to ensure there is a clear understanding of their duties and responsibilities so that we may continue to enjoy a respectable relationship with the M/I Homes Division and their home buyers. In addition, our goal is to achieve 90% capture and 95% customer service while being compliant with all lending guidelines and regulations.

The M/I Homes Buyer

There are two types of borrowers that purchase M/I Homes: those who are interested in financing with M/I Financial from the beginning and will apply with us immediately following completion of the contract; and those who want to shop other lenders or may have another lender in mind due to previous relationships. Our loan officers are responsible to solicit the borrowers who did not apply with us and convert them to an M/I Financial loan applicant by selling the reasons they should finance with us. Capture rate goals are met by capturing ALL borrowers

Product Profile Knowledge

M/I Financial stores a Lender Profile for every loan product that is available on the "M/I Intranet". The profile outlines pertinent parameters for each specific product such as occupancy requirements, loan types, index, margin, rate adjustment dates, payment adjustment dates, caps, qualifying rates, loan limits, credit scores, qualifying ratios, reserve requirements, etc. It is imperative for the success of a loan officer to have thorough knowledge of all the products. This knowledge will allow you to provide options to buyers when discussing loan programs to meet their financial needs. It will provide you with alternatives to look at when a borrower does not fit the product they requested. Finally, it provides you with powerful tools to use when soliciting the borrowers who did not apply with us and convert them to an M/I Financial loan applicant.

Lock Policy

The loan officer will refer to the M/I Financial Secondary Marketing Rate Lock Policy. This document outlines general policies: Lock desk hours, pricing changes, business disruptions and overnight rate protection. In addition, it provides detailed rate lock policies on the following:

- Investor-Specific / Broker Notice
- Lock Request Completeness
- Lock Changes
- Program Change
- Rate Change
- Lock Extensions
- Pricing Exceptions and Renegotiations
- Relocks
- Extended Rate Locks
- Float Down Policy
- Cancellations or Denials
- Upfront Deposit Collection
- Specials
- Builder Commitments
- Bond Programs and Brokered Loans

Service Level Agreements

Prequalification

Prequalification should be completed as soon as possible, within the same business day as long as received during business hours. Branches will have on-call loan officer(s) to ensure division needs are met.

Loan Applications

Once a contract is received, the loan officer will send out initial disclosures within 2 business days.

Submittal

Loans should be submitted for initial approval within 5 days of loan application.

Prequalification, Application & Submission Workflow

Prequalification

The branch will receive requests from the Sales Consultant or the potential home borrower for a pre-qualification prior to writing a contract for the purchase of a new home. M/I Financial will accommodate this request. Before reviewing the process, we must define the difference between a pre-qualification and an application (we do not do "preapprovals".)
We have an **application** if we have:

- A purchase contract signed by all borrowers.
- A completed URLA with a minimum of the following 6 pieces of information

    1. Borrower name
    2. Social Security Number
    3. Property Address (a signed purchase contract satisfies this requirement)
    4. Sales Price (a signed purchase contract satisfies this requirement)
    5. Estimated Appraised Value (a signed purchase contract satisfies this requirement)
    6. Income

The key difference between a pre-qualification request and an application is that a pre-qualification request does not identify a specific property.

When a pre-qualification request is received, you must adhere to the following guidelines:

- A borrower must never be approved or rejected in a pre-qualification. A credit decision must not be made unless we have an application.
- *You may provide a "Loan Summary Worksheet" from the Encompass in lieu of an LE until the request becomes an application.*
- You may run automated underwriting (DU/LP) if you feel it is necessary.
- The response to the builder's pre-qualification request should be one of the following:

    A. OK to proceed. We feel there is a strong chance we will be able to place this loan.
    B. OK to proceed. We feel there is a fair chance we will be able to place this loan.

   c. It will be difficult (a weak chance) to place this loan without some significant enhancements such as down payment or time for credit to improve.

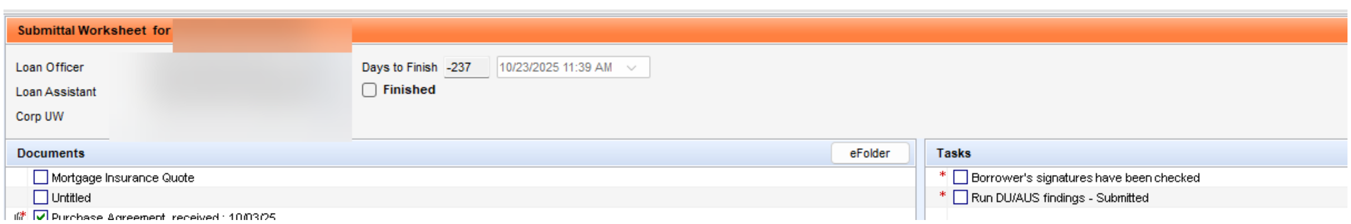
- In every situation, tell the builder to encourage the borrower to apply for credit so we can make a valid determination on his/her/their ability to obtain financing. If dealing with the borrower, tell him/her/them to complete a full loan application so that we can review

Milestones:

Application Finished	**11/06/25**
Submittal	11/13/25
Cond. Approval	11/16/25
Processing	11/19/25
Cond. Review	11/24/25
Clear to Close	11/26/25
Ready for Docs	11/28/25
Docs Out	11/29/25
Funding	12/03/25

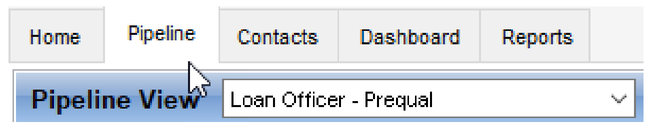
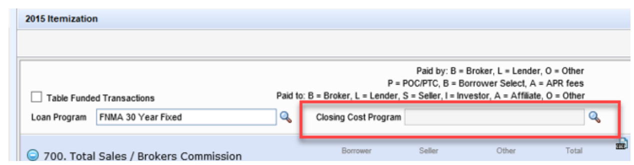
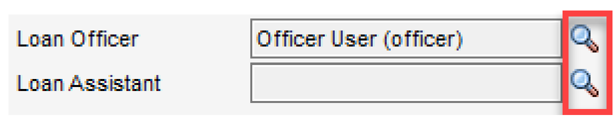
The loan officer will primarily work in the Application and Submittal milestones.

Milestone Tasks are required to be completed prior to "Finishing" the Milestone.



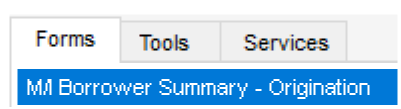
Encompass Consumer Connect (ECC)

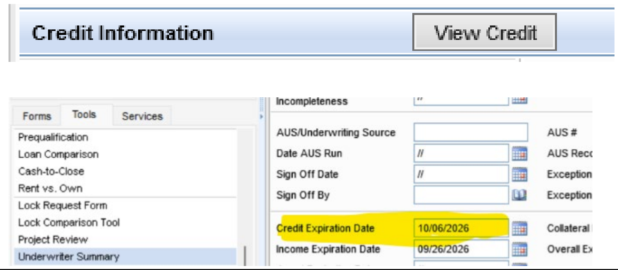
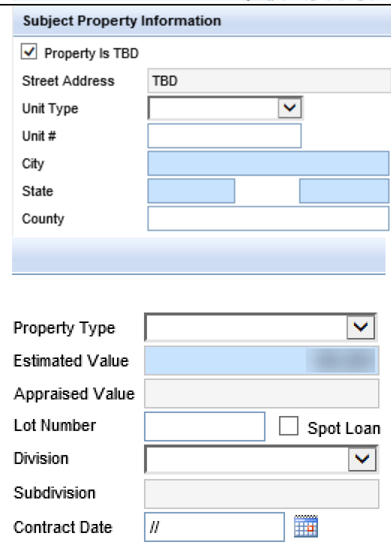
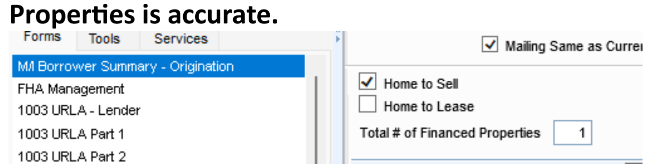
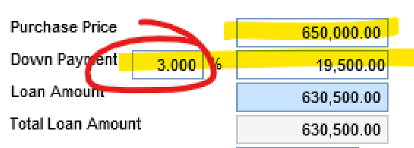
Accessing Prequal from ECC web application

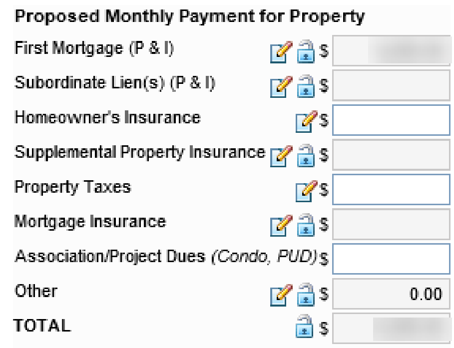
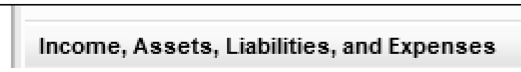
Step	Action	Screen Shot
1	In the **Pipeline** Tab, select Pipeline View "**Loan Officer – Prequal**" Open a Prequal by double clicking the prospect loan. Result: The **M/I Borrower Summary – Origination** screen will open in the Encompass file. Go to the 2015 Itemization Screen and add **Closing Cost Program** Template to match the Loan Program on the application.	 
2	Assign yourself as the Loan Officer: Go to **Log – Application Expected** milestone, click the magnifying glass to select your name and assign Loan Assistant, if applicable.	 

Complete the required fields on the following pages:

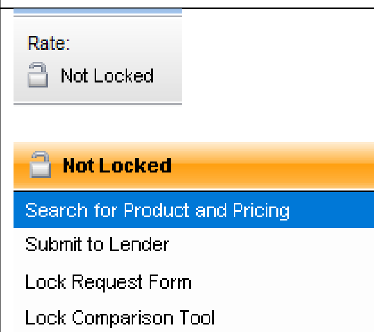
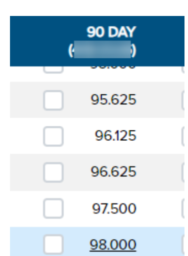
Loan Review: M/I Borrower Summary – Origination

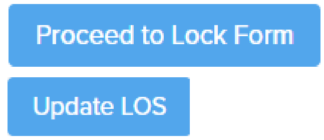
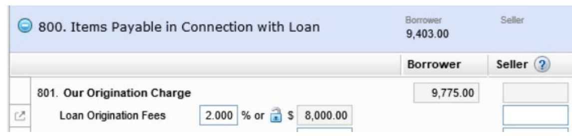
Step	Action	Screen Shot
1	Review the **Borrower Information** section to verify no information is missing – if so, complete. <u>Note:</u> ECC applications will import with most of the required fields completed. LO must review, complete remaining fields and ensure accuracy.	

2	**Credit Information** section – ▪ Click the **View Credit** button and review the Credit Report. **Add** credit expiration date into Encompass from AUS findings. (When credit is reissued, new expiration date is to be entered)	
3	**Subject Property Information** section – **At PQ, please leave the address checked Property is TBD and leave "TBD" if you are not intending to turn into an application immediately.** ****If RESPA is triggered, we CANNOT move back to Prequal status **** ▪ Enter/Confirm **Zip Code (City & State will populate)** ▪ Confirm **Property Type** ▪ Add **Subdivision** ▪ **Estimated Value** is *automatically* completed once sales price is entered ▪ **Contract Date** should ***always*** match the date the contract was fully executed by all parties. ▪ A copy of the Buyer's Agent Commission Agreement (Buyer Broker Agreement) should be in the file at time of application. Best practice is to request this at time of application. ▪ Spot Loan should *only* be checked for any non-MI Home	 **Double check to make sure the Total # of Financed Properties is accurate.** 
4	**Transaction Details** section – ▪ Confirm prequal **Purpose of Loan, Loan Type, Property Will Be** and **Amortization Type.** ○ Note: Encompass rounds downpayment percentages, please verify the minimum down payment requirement is met. This will ensure your PMI	

	and pricing will pull correctly, and also avoid AUS errors. ▪ Enter **Est Closing Date** ▪ **Proposed Monthly Payment for Property** - Enter monthly **Homeowner's Insurance, Property Taxes, and HOA Dues**	
5	**Income, Assets, Liabilities, and Expenses** section – ▪ Review **income** <u>Note</u>: This can also be viewed in 1003 URLA Part 2	

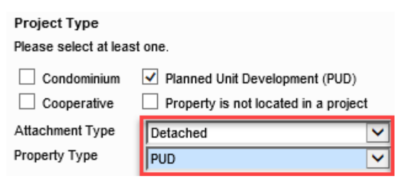
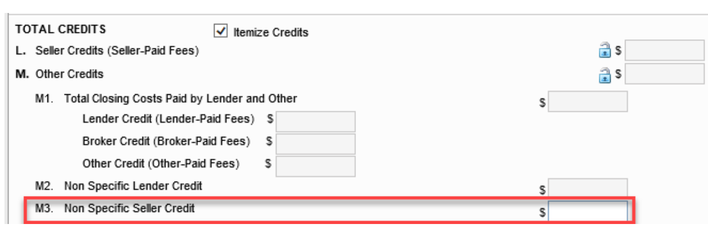
Pricing the Loan: Optimal Blue

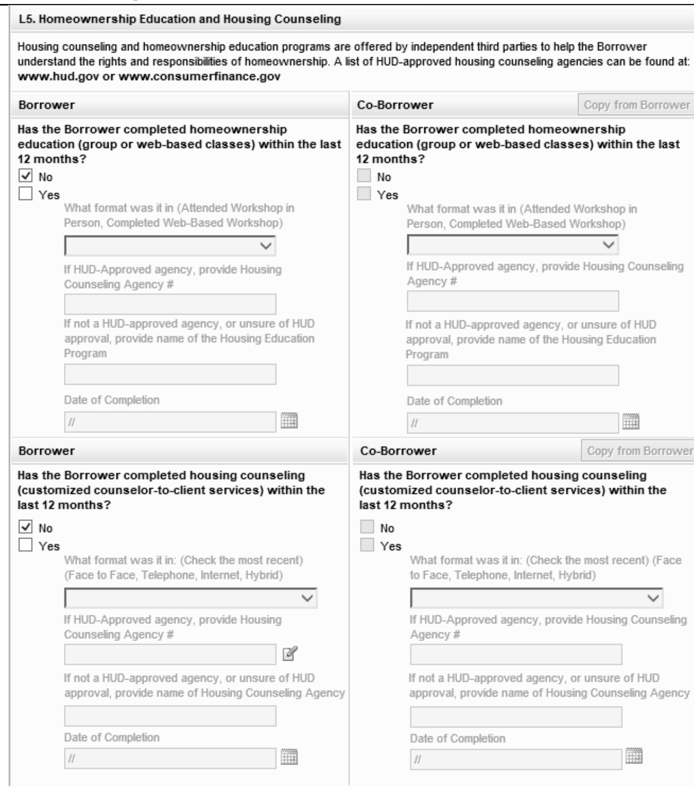
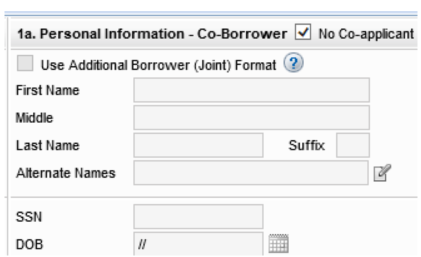
Step	Action	Screen Shot
1	At the top of Encompass, click the **Lock** icon > **Search Product & Pricing** to price the loan <u>Result:</u> Optimal Blue Pricing Service opens	
2	Select desired pricing. <u>Note:</u> Do NOT check the box next to the desired price. Click the pricing link (i.e. <u>**98.00**</u>), then proceed to lock. *	

3	Click **Proceed to Lock Form** and then select **Update LOS** button to update the loan pricing. ***Please note, if you are <u>floating</u> the rate you can delete up to 2% discount points in the 800 section (Origination/Discount Point Adjustment)***	 

Review of the URLA Screens

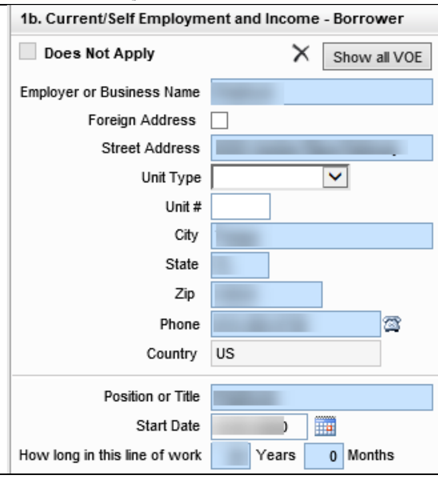
Some information entered on the M/I Borrower Summary – Origination screen will carry to your 1003 URLA screens. *Please note it is best practice to use "does not apply" throughout the 1003 URLA screens, wherever applicable.*

Step	Action	Screen Shot
1	**1003 URLA – Lender** ▪ Verify **Project Type** is accurate ▪ Select **Buydown**, if applicable ▪ Enter seller credit on line **M3. Non-Specific Seller Credit** <u>Note:</u> Line M6. Cash Deposit on Sales Contract is entered on URLA Part 3 and carries over automatically. Enter amount minus any itemized fees (VA Non-allowables/Temporary Buydown)	 *Note: AUS will not run if all three are not selected  

	• **Homeownership Education and Housing Counseling** questions are preset as **“No,”** if the borrower(s) are required to complete homeownership counseling the loan officer will need to update and mark **“Yes”.**	
2	**1003 URLA Part 1** Section 1: Borrower Information ▪ Select **“No Co-applicant”** when applicable, this will grey out fields and check “Does Not Apply” for that borrower. ▪ **Review for completion**: Citizenship, Marital Status, Current Address (2-year history), former address if needed ▪ <u>Note:</u> Blue fields indicate a required field.	

<table>
<tr>
<td>3</td>
<td>1003 URLA Part 2
Review information for completion:

Employer (two year history)
Income including income from other sources

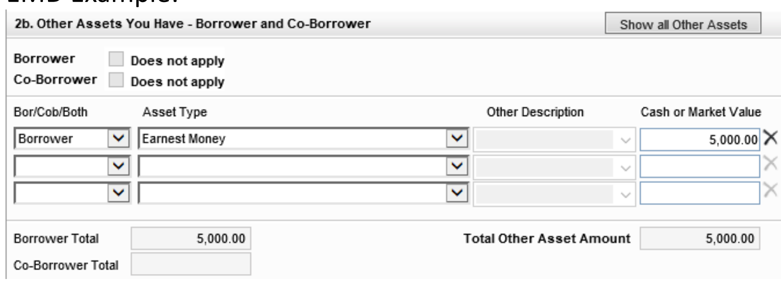
</td>
<td>
</td>
</tr>
<tr>
<td>4</td>
<td>1003 URLA Part 3
Review information for completion:

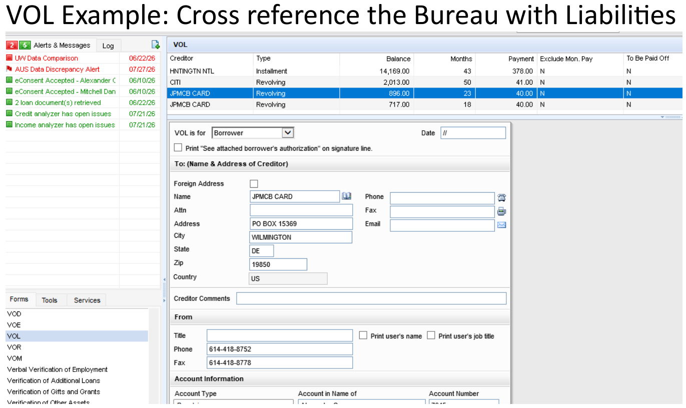
2a. Assets
2b. Other Assets - Enter EMD here – it will flow to URLA-Lender M6. “Cash Deposit on Sales Contract”
2c. Liabilities – use the Show All VOL button to see all the liabilities and make changes.
Click the Link Liabilities button to link a mortgage liability to the REO

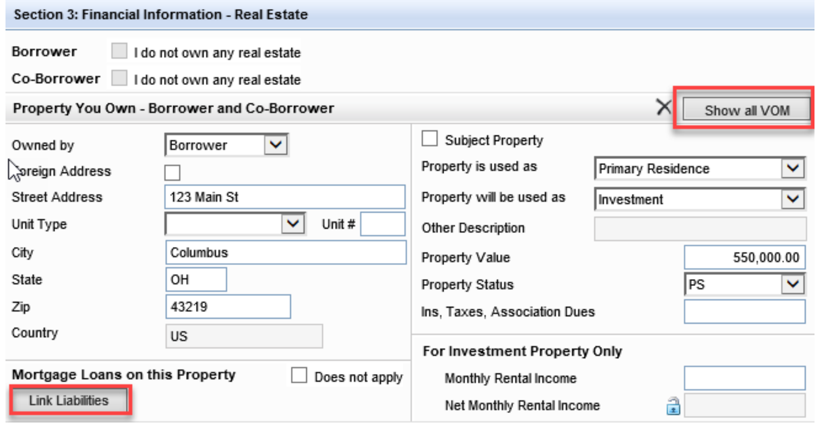
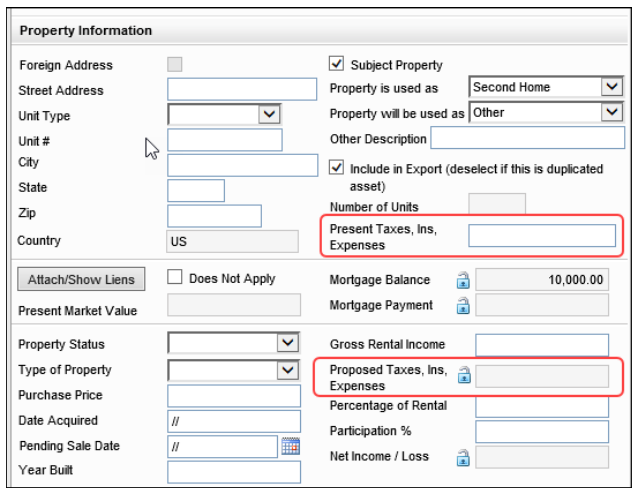
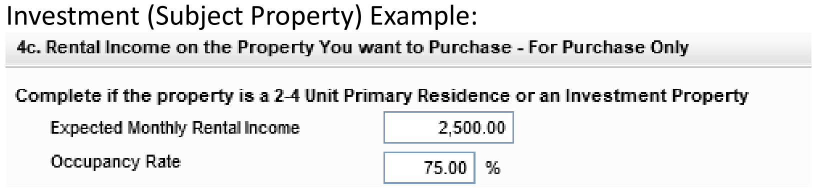
3. Financial Information-Real Estate – Use Show All VOM button

Property Status:

S = SOLD
PS = PENDING SALE
R = RENTAL
H = HELD

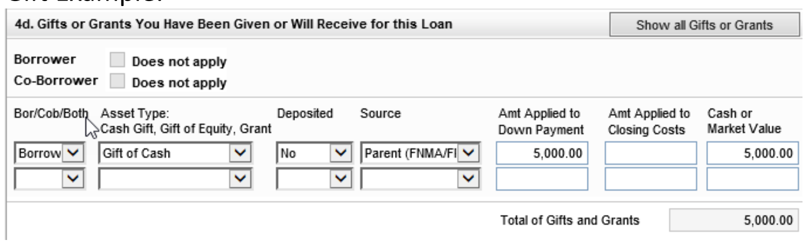
</td>
<td>EMD Example:


VOL Example: Cross reference the Bureau with Liabilities

VOM Example:</td>
</tr>
</table>

	When the subject property will be used as a second home or investment, both present and proposed taxes will be added. If the subject property will be used as a primary residence, the present taxes/ins/expenses field will calculate automatically in the present monthly housing expense.	  
5	**1003 URLA Part 4** ▪ **4c. Rental Income on the Property You want to Purchase - For Purchase Only** should be completed on investment purchases (subject property)	Investment (Subject Property) Example:  Tip: this can also be found on Borrower Summary Origination page and completed when setting up investment loan:

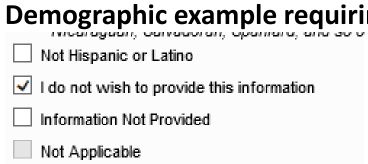
- **4d. Gifts or Grants** – Add Gifts, Grants and/or Bond Information
- Verify **Declarations** are complete and accurate

Gift Example:



- Verify **Demographic** information is complete and accurate upon completion of application.

Demographic example requiring update:



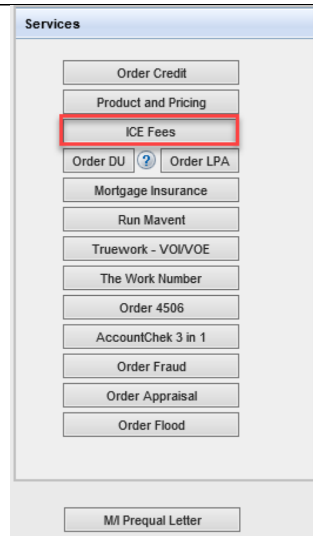
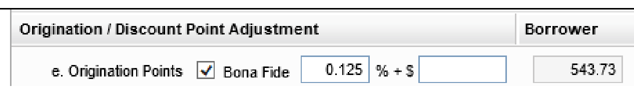
If borrower selected "Does not wish to provide" the branch should review the ID in file and complete to the best of their ability.
If application was taken in person and borrower declines to provide the information, the information needs to be collected on visual observation and/or surname and indicate you collected the information that way.
We should not have blanks in the demographic area.

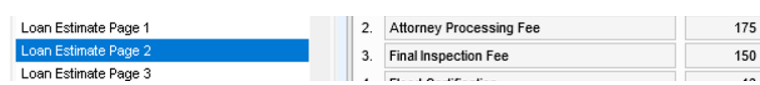
Fees

<table>
<tr><th>Step</th><th>Action</th><th>Screen Shot</th></tr>
<tr><td>1</td><td>On the M/I Borrower Summary – Origination page, run ICE fees by clicking the ICE Fees button

<u>Result:</u> This will trigger your title fees to update on the 2015 Itemization screen. Please note that Lender’s title and Owner’s title will default to $10,000 and need to be calculated using First American website: First American Website <u>Link</u>

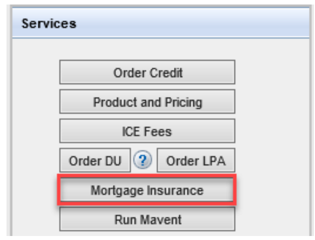
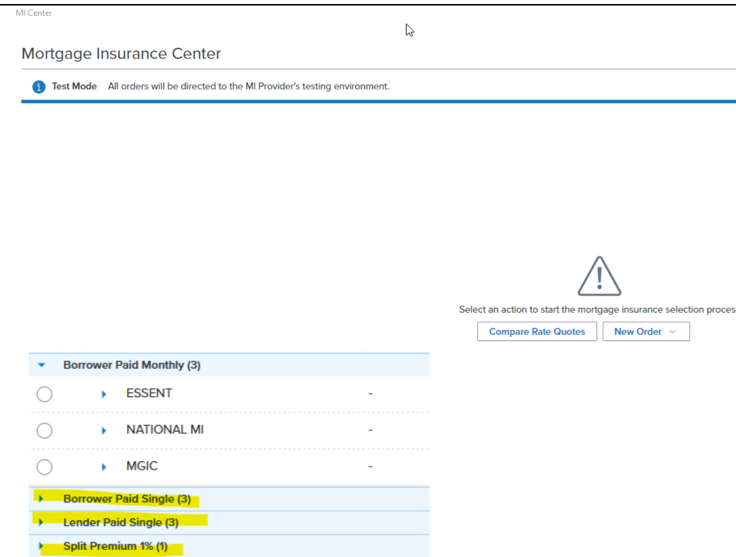
Important Note: This must be run anytime there is a Sales Price or Loan Amount change.

Please note: we are currently in the process of customizing branch fee templates. If your branch has an existing closing cost program template, do NOT run ICE Fees.</td><td>
</td></tr>
<tr><td>2</td><td>2015 Itemization
Review fees for accuracy.
If you are floating the rate, you can delete up to 2% discount points in the 800 section e. of Origination/Discount Point Adjustment
Final Inspection Fees should be added to all VA Loans.</td><td>

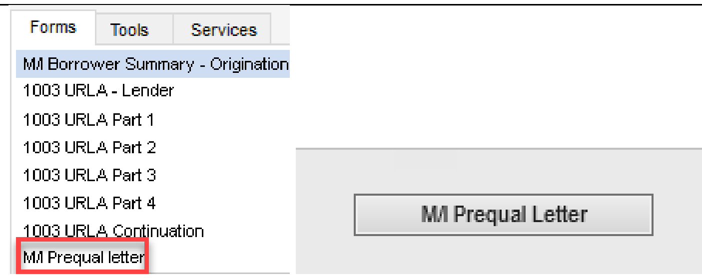
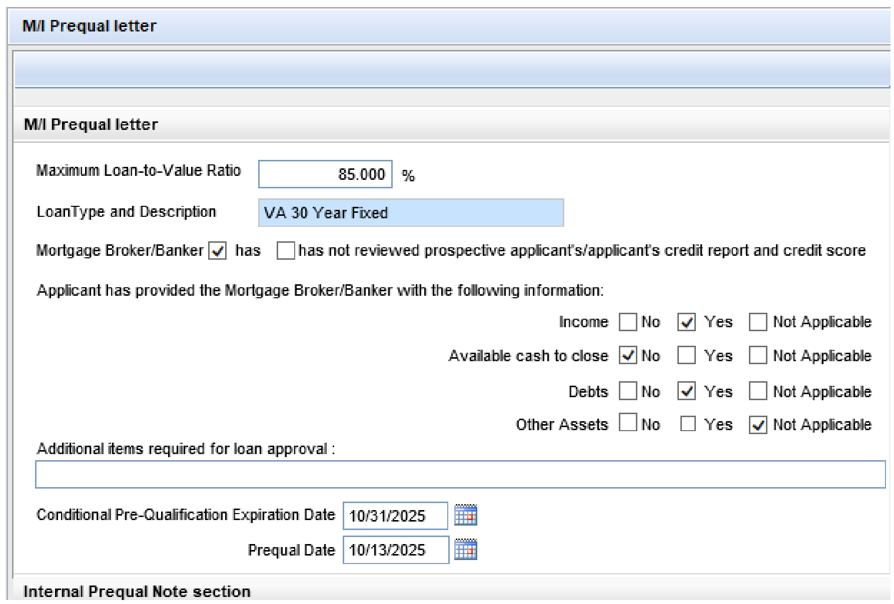

</td></tr>
</table>

M/I FINANCIAL, LLC
A Subsidiary of M/I Homes, Inc.

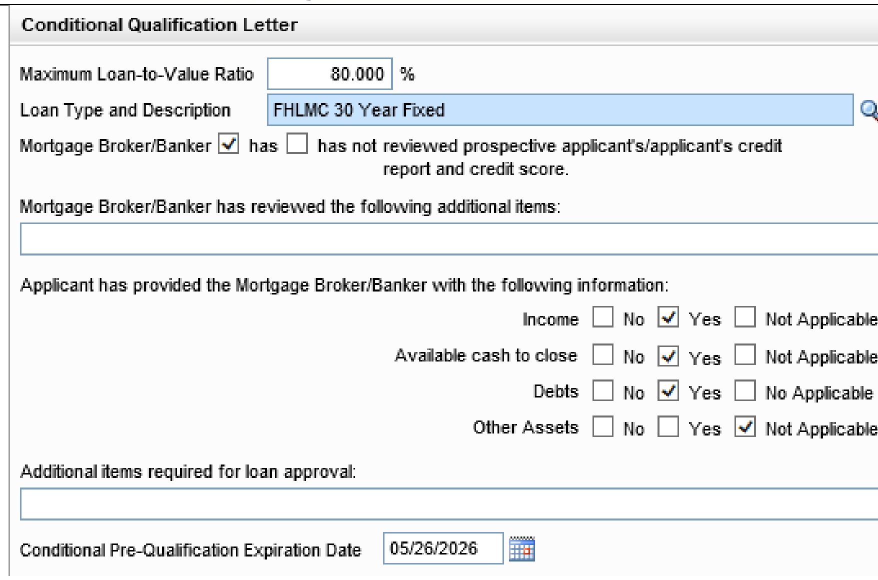
Mortgage Insurance, *if applicable*

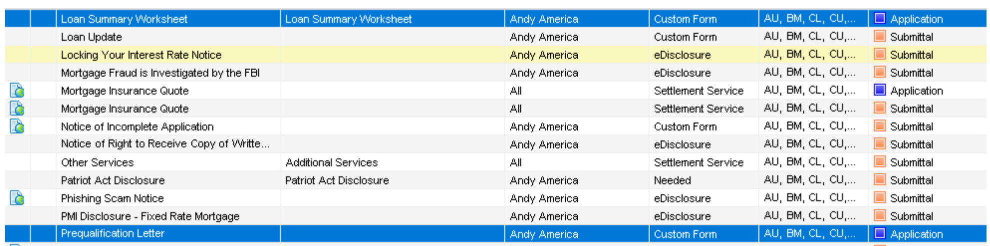
Step	Action	Screen Shot
1	On the **M/I Borrower Summary – Origination** page, click **Mortgage Insurance** to obtain Quotes <u>Note:</u> You can also access this via **Tools > MI Center** The Mortgage Insurance Center will display in a new window.	
2	Select **Compare Rate Quotes** Additional PMI options, such as Upfront, Lender Paid, and split premium options can be viewed and selected using the following dropdown. Like with monthly PMI, selecting one and importing the rate will add the quote to the eFolder, and adjust the PMI pricing on the 2015 itemization and MIP/PMI/Guarantee Fee Calculation screen.	 MI Center will display MI Quotes to compare from multiple vendors.
3	Select the quote option to add to the file. The **monthly MI** will be added to the Proposed Monthly Payment for property, and a copy of the **MI Quote** will be added to the eFolder.	

Prequalification Letter

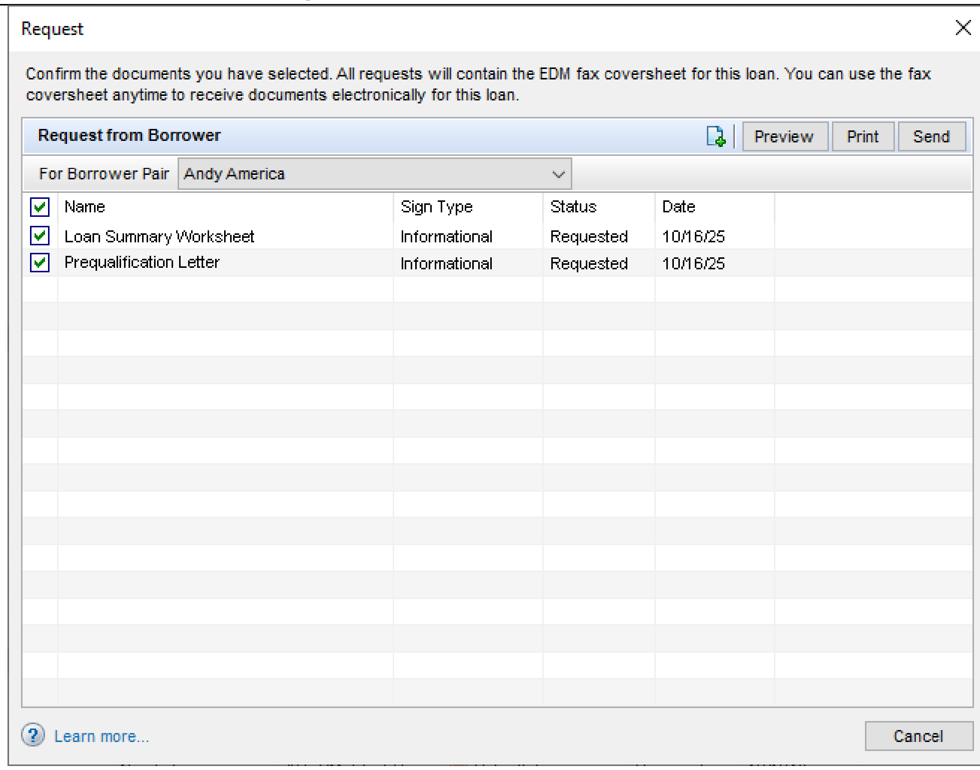
Step	Action	Screen Shot
1	Click **Forms** > **M/I Prequal letter** to complete the information to print on the form Note: This information can also be accessed via **M/I Borrower Summary – Origination** > **M/I Prequal Letter** button Additional Items Required for Loan Approval is a freeform section where you can add additional items needed from the borrower.	 

<table>
<tr>
<td></td>
<td>Texas ONLY: Go to the State-Specific Disclosure screen and complete the Conditional Qualification Letter.

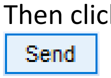
Please note, Texas requires the Loan Officer to sign the PQ and Loan Commitment.</td>
<td>
Conditional Qualification Letter
Maximum Loan-to-Value Ratio 80.000 %
Loan Type and Description FHLMC 30 Year Fixed
Mortgage Broker/Banker ☑ has ☐ has not reviewed prospective applicant's/applicant's credit report and credit score.
Mortgage Broker/Banker has reviewed the following additional items:
Applicant has provided the Mortgage Broker/Banker with the following information:
Income ☐ No ☑ Yes ☐ Not Applicable
Available cash to close ☐ No ☑ Yes ☐ Not Applicable
Debts ☐ No ☑ Yes ☐ No Applicable
Other Assets ☐ No ☐ Yes ☑ Not Applicable
Additional items required for loan approval:
Conditional Pre-Qualification Expiration Date 05/26/2026</td>
</tr>
<tr>
<td>2</td>
<td>Go to the eFolder and select the Prequal letter (Texas ONLY: Use the Prequal Letter – TX) and Loan Summary Worksheet document holders and select “request” button

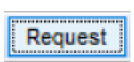
Note: If not OK to proceed, notify Borrower and NHC</td>
<td>Select the Loan Summary Worksheet and Prequalification letter (use Ctrl to select both at the same time):

Loan Summary Worksheet | Loan Summary Worksheet | Andy America | Custom Form | AU, BM, CL, CU,... | Application
Loan Update | | Andy America | Custom Form | AU, BM, CL, CU,... | Submittal
Locking Your Interest Rate Notice | | Andy America | eDisclosure | AU, BM, CL, CU,... | Submittal
Mortgage Fraud is Investigated by the FBI | | Andy America | eDisclosure | AU, BM, CL, CU,... | Submittal
Mortgage Insurance Quote | | All | Settlement Service | AU, BM, CL, CU,... | Application
Mortgage Insurance Quote | | All | Settlement Service | AU, BM, CL, CU,... | Submittal
Notice of Incomplete Application | | Andy America | Custom Form | AU, BM, CL, CU,... | Submittal
Notice of Right to Receive Copy of Writte... | | Andy America | eDisclosure | AU, BM, CL, CU,... | Submittal
Other Services | Additional Services | All | Settlement Service | AU, BM, CL, CU,... | Submittal
Patriot Act Disclosure | Patriot Act Disclosure | Andy America | Needed | AU, BM, CL, CU,... | Submittal
Phishing Scam Notice | | Andy America | eDisclosure | AU, BM, CL, CU,... | Submittal
PMI Disclosure - Fixed Rate Mortgage | | Andy America | eDisclosure | AU, BM, CL, CU,... | Submittal
Prequalification Letter | | Andy America | Custom Form | AU, BM, CL, CU,... | Application

Documents will generate, click preview to review:
Preview</td>
</tr>
</table>

<table>
<tr>
<td></td>
<td></td>
<td>


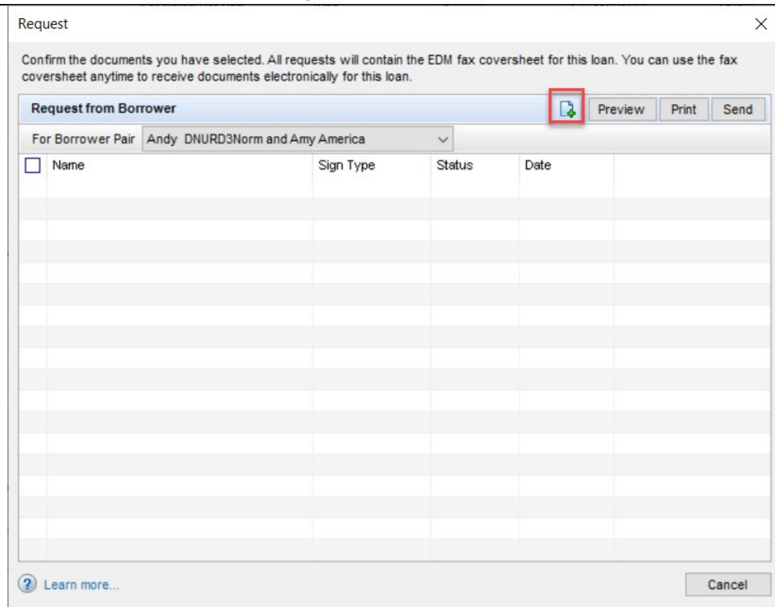
Then click send:



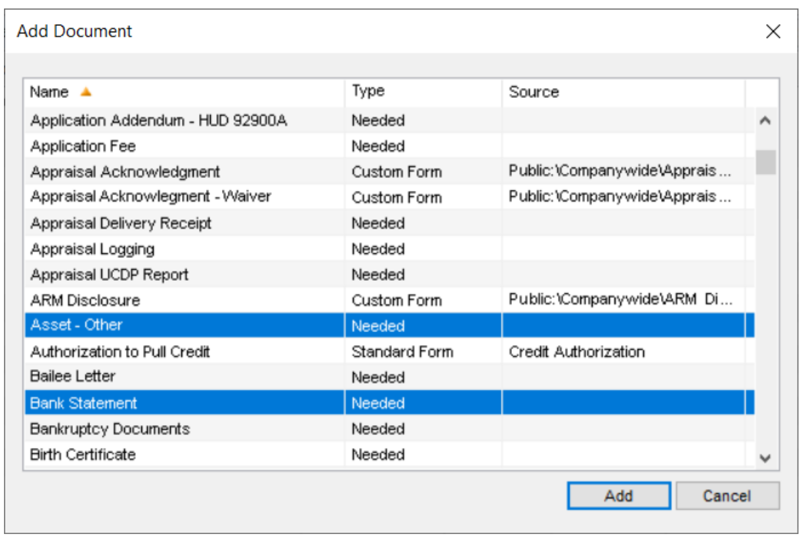
</td>
</tr>
<tr>
<td>3</td>
<td>Once you have sent the PQ letter, go to eFolder to “Request” documents from the borrowers</td>
<td>


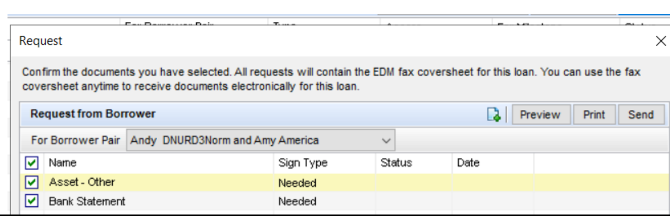
</td>
</tr>
</table>

Then add items you want to request. You can select multiple items by using the **Ctrl** key.

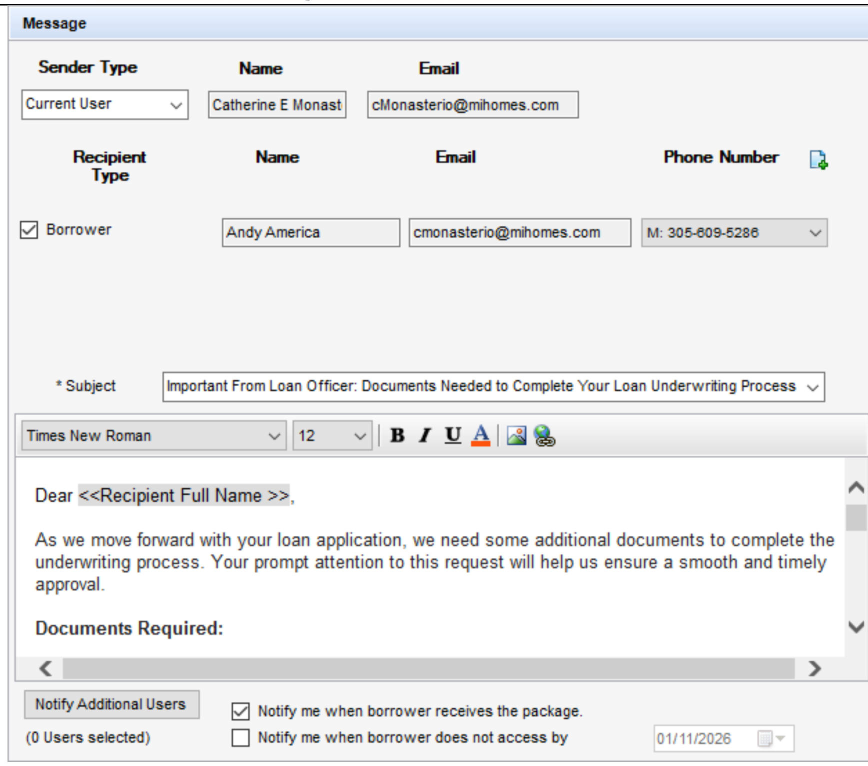


Click **Add** and **Send**





<table>
<tr><td>4</td><td>Deliver documents to the borrower via the eFolder

Once the Prequalification Letter and document Request are sent to borrowers, follow up with a phone call and Conversation Log entry.</td><td>
</td></tr>
</table>

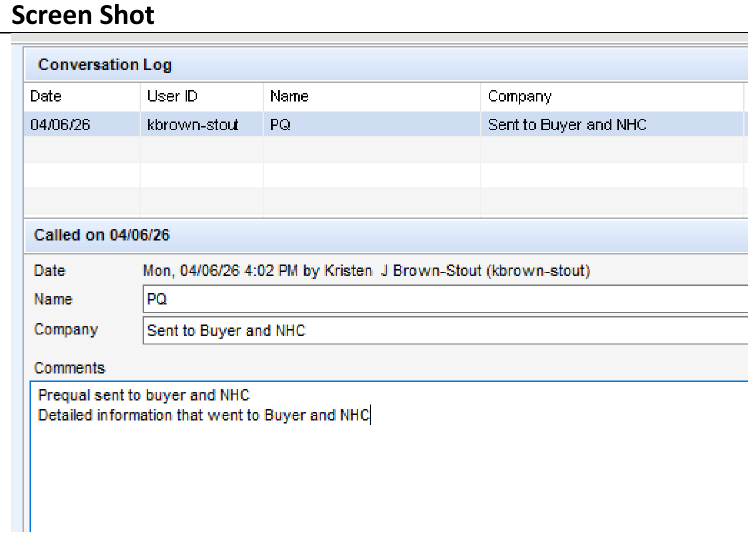
Loan Notes: Conversation Log

Prequalification Notes

<table>
<tr><th>Step</th><th>Action</th><th>Screen Shot</th></tr>
<tr><td>1</td><td>On the Conversation Log, add PQ notes.

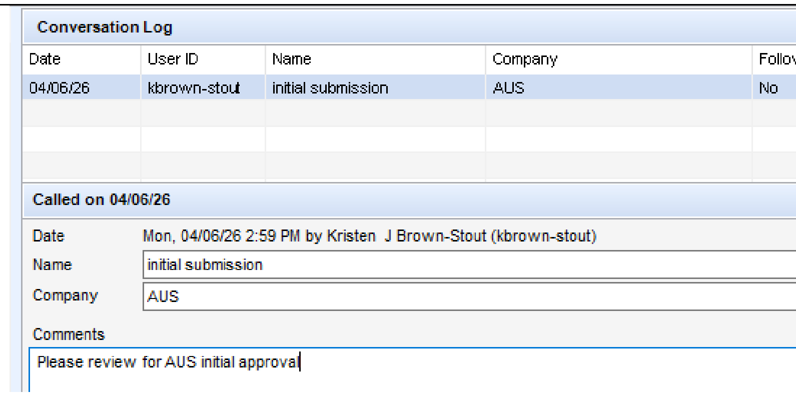
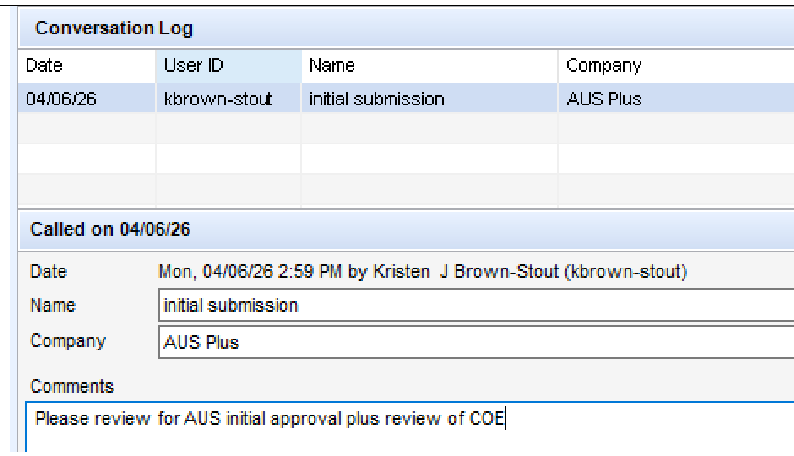
Name: PQ Note
Company: Action (i.e. “Sent to Buyer NHC)

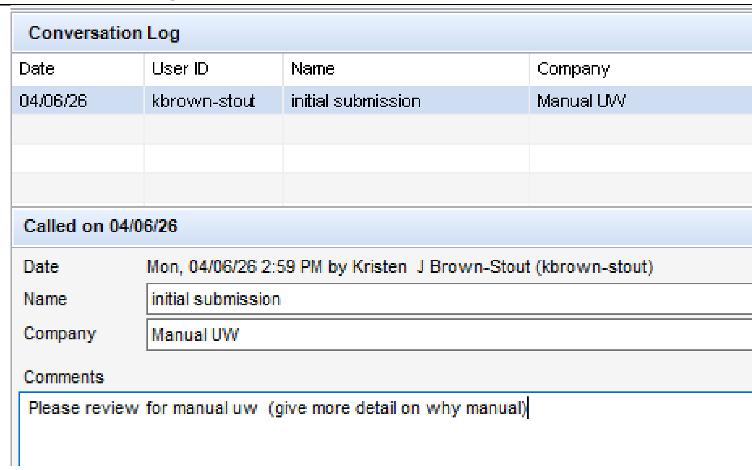
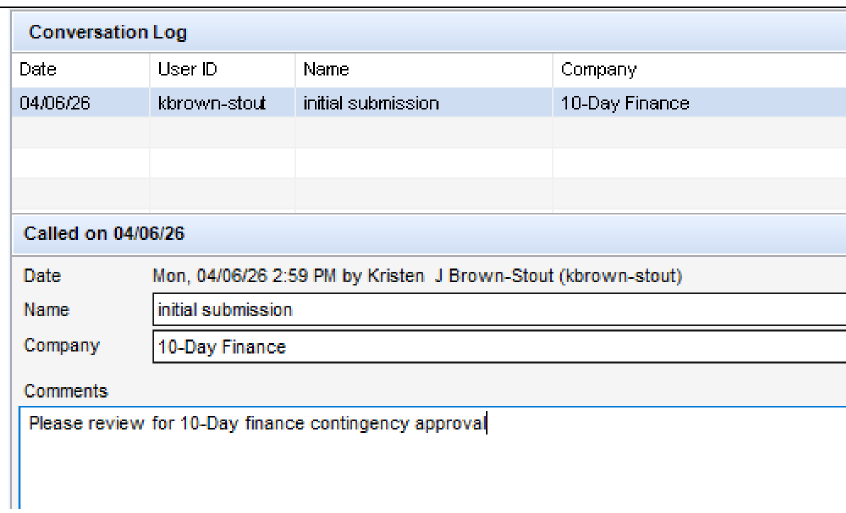
Comments: Information input is freeform, and detail information should be added.

See example pictured</td><td>
</td></tr>
</table>

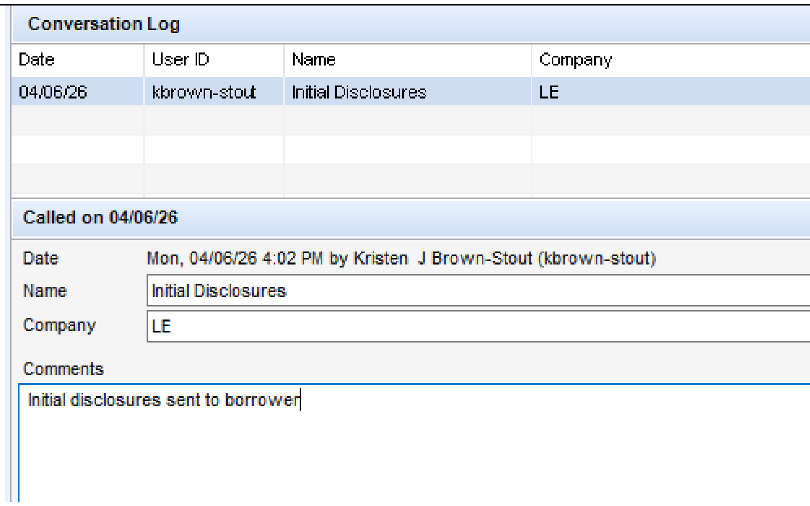
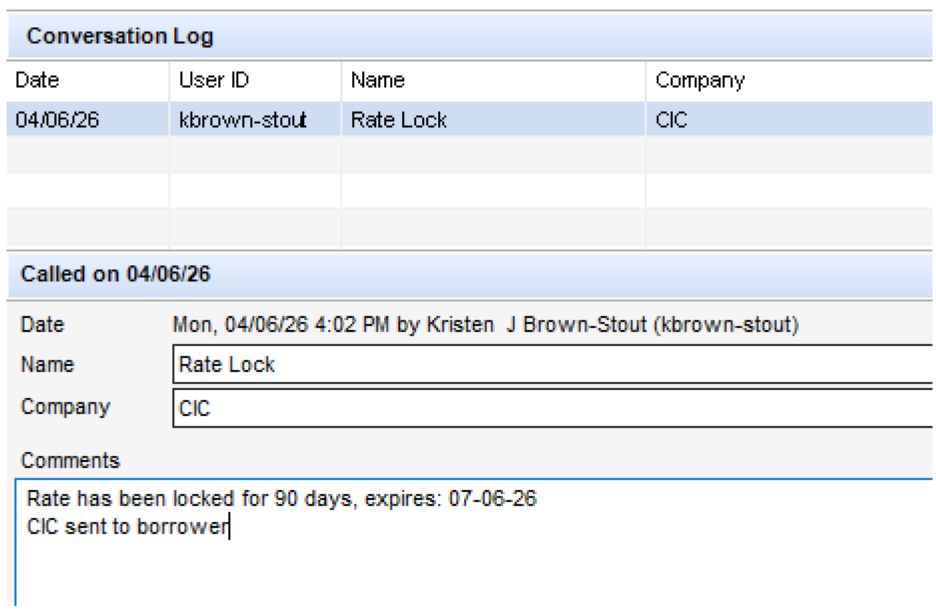
M/I FINANCIAL, LLC
A Subsidiary of M/I Homes, Inc.

Initial Submission Notes

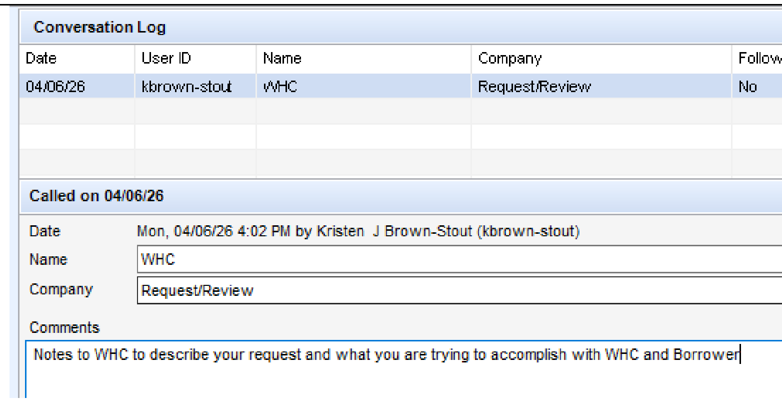
Step	Action	Screen Shot
1	On the **Conversation Log**, add Submittal notes. Name: Initial Submission Company: AUS Comments: Loan notes detailing important submission information and providing direction to Underwriting. See example pictured	
2	On the **Conversation Log**, add Submittal notes. Name: Initial Submission Company: AUS Plus Comments: Loan notes detailing important submission information and providing direction to Underwriting. See example pictured	

3	On the **Conversation Log**, add Submittal notes. Name: Initial Submission Company: Manual UW Comments: Loan notes detailing important submission information and providing direction to Underwriting. See example pictured	
4	On the **Conversation Log**, add Submittal notes. Name: Initial Submission Company: 10-Day Finance Comments: Loan notes detailing important submission information and providing direction to Underwriting. See example pictured	

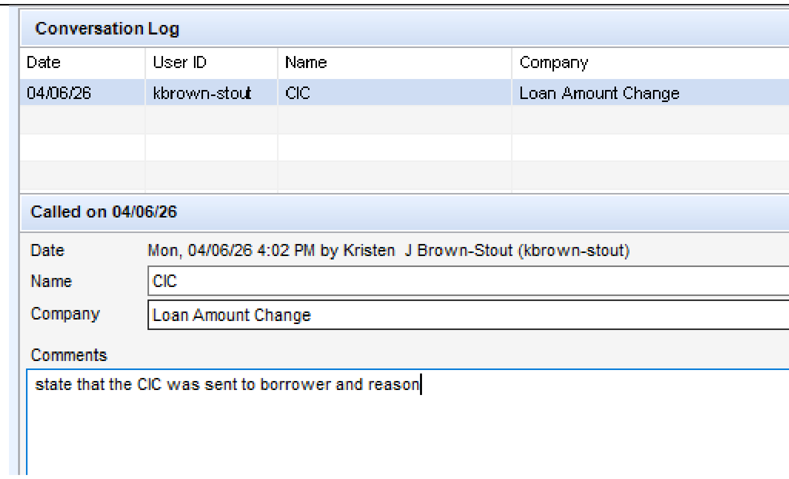
Initial Disclosures/Rate Lock

1	On the **Conversation Log**, add Submittal notes. Name: Initial Disclosures Company: Action (i.e. "LE") Comments: Initial disclosures sent to borrower See example pictured	
	On the **Conversation Log**, add Submittal notes. Name: Rate Lock Company: Action (i.e. "COC") Comments: Rate has been locked for ___ days; expires _____ COC sent to borrower See example pictured	

Welcome Home Club

1	On the **Conversation Log**, add Submittal notes. Name: WHC Company: Request/Review Comments: Notes to WHC with specific request See example pictured	

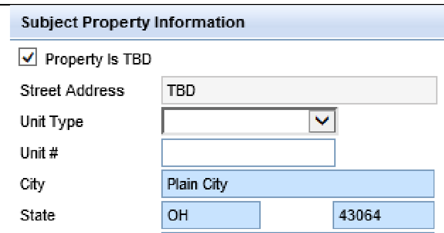
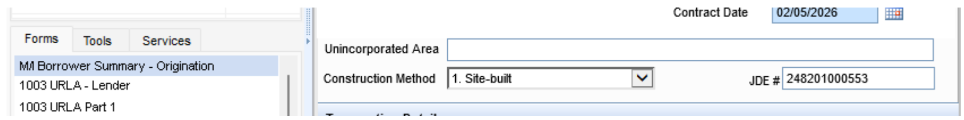
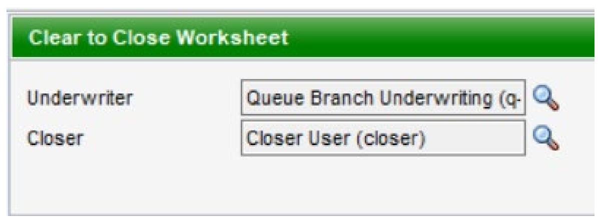
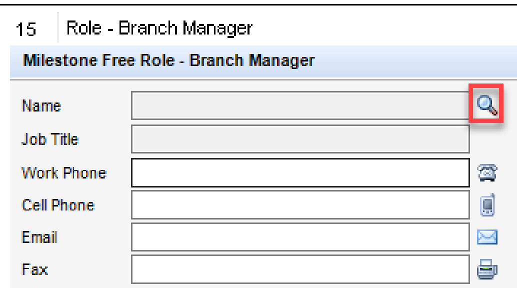
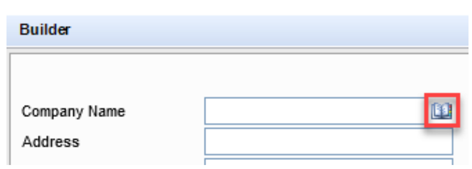
Change in Circumstance

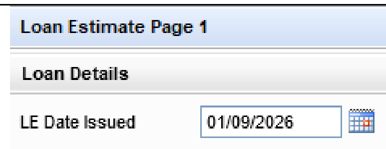
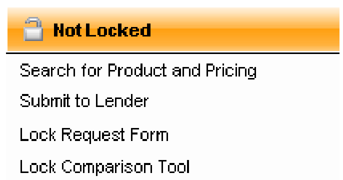
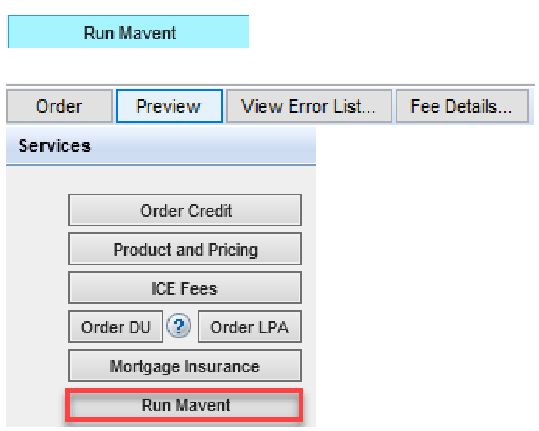
1	On the **Conversation Log**, add Submittal notes. Name: CIC Company: Loan Amount Change Comments: Loan notes detailing CIC sent to borrower with reason See example pictured	

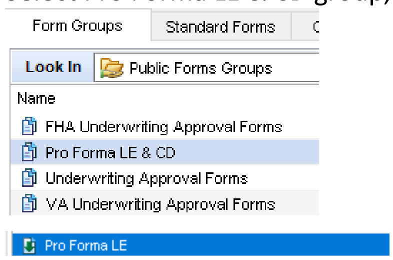
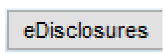
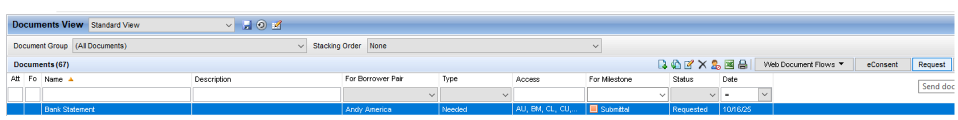
Contract received – Initial Loan Application

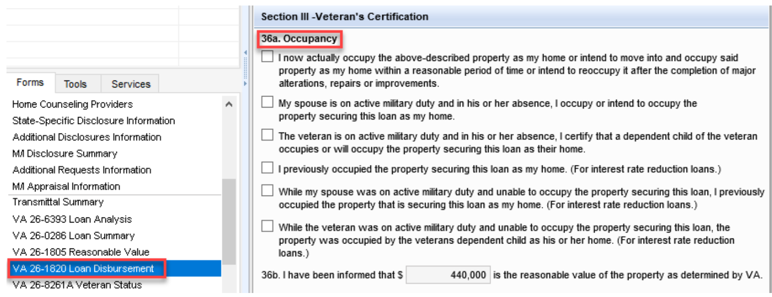
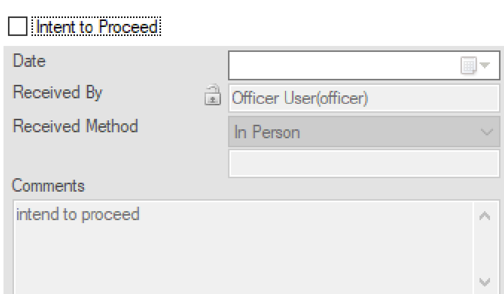
A pre-qualification becomes an application as soon as the loan officer is notified that the purchase contract has been signed by all borrowers/parties, and if you have the other 5 pieces of information that define an application. Disclosures must be sent within 3 business days of the contract notification.

Once you have received the contract review the contract in detail: *sales price, borrower(s) name (including non-borrowing spouse), property address, lot number and subdivision*.

Step	Action	Screen Shot
1	Add **address** on the M**/I Borrower Summary – Origination** screen Add the **JDE #** from the builder. If applicable, select **Home to Sell, Home to Lease** and Update **Total Financed Properties**: Then go to Log – **Clear to Close** milestone and select your branch closer	   
2	Add **File contacts** – Branch Manager **(#15)** & Builder NHC info **(#30)**	  

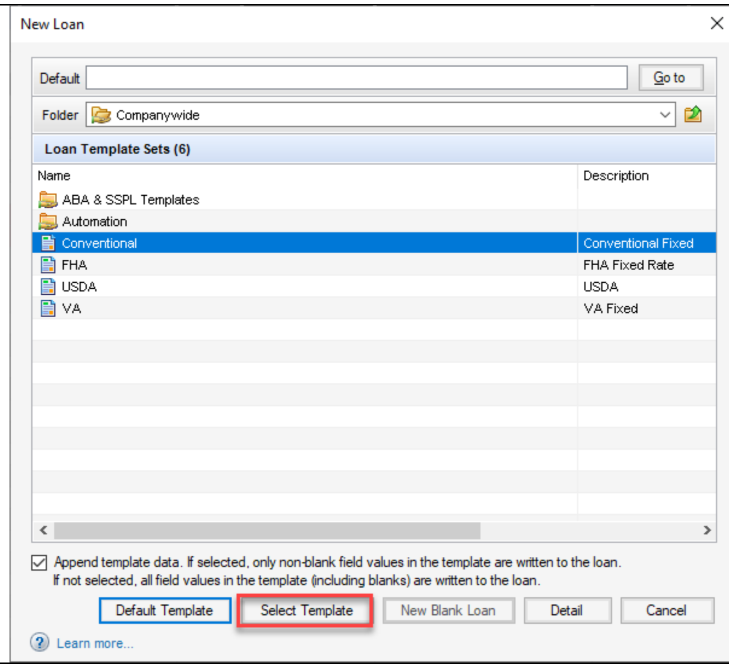
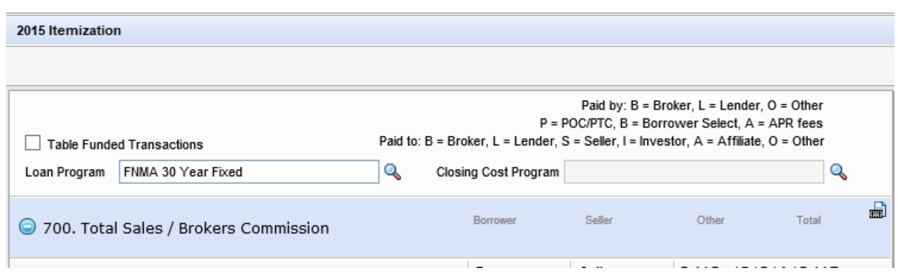
3	Enter **Contract Date** on **M/I Borrower Summary - Origination** screen.	 **Contract Date is the date the fully executed contract is signed by all borrowers/parties.**
4	**Loan Estimate Page 1** ▪ Enter **LE Date Issued**	
5	Re-price loan in **Product & Pricing**, if applicable Loan Officers should contact the borrower(s) to discuss loan product options in order to determine which product, and term will be best suited to meet their financial needs.	
6	**Run Mavent** via Tools > Compliance Review. Tips: Always click the **Preview** button to run Mavent for the first time. **Request for Transcript of Tax**	 Confirm in Request for Transcript of Tax, the 4506 personal and business have the correct years and tax form numbers. This will allow the loan specialist to have accurate forms completed prior to disclosing to the borrower.

7	Use the **print** icon to preview your **Pro Forma LE**. Generate & send Disclosures to the borrower in the **eFolder**. **Note: If there are *additional* borrower pairs, you will need to follow the same steps in order to deliver the disclosures to the additional borrower pairs.**	Click printer icon:  Select Pro Forma LE & CD group, then select Pro Forma LE:  Preview:  **Go to eFolder> eDisclosure to send initial disclosures to borrower**  
8	Request documents needed from borrower from the eFolder. Note: You will receive an email notification once the borrower(s) uploads requested documents. ▪ Review and update loan, as needed. For FHA Loans, Loan Officer will need to pull **CAIVRS.** Clear	Select document(s) and click request to send the request to borrowers. Every document you select will create an upload folder in the borrowers portal where they can directly upload the specific document. In this example a Bank Statement is being requested. 

	CAIVRS should begin with an "A." On VA Loan, the Loan Officer will be required to pull **COE** and **CAIVRS** **VA – Form 26-1820** The 36a Occupancy will need to be completed.	
9	Upload the Contract to **eFolder** in the Purchase Agreement document placeholder. Change orders should be uploaded under the **Purchase Agreement Addendum document** placeholder	
10	Enter **intent to proceed** on the Disclosure tracking page (this <u>requires</u> manual entry) Please note: It is M/I Financials policy to obtain a fully executed initial disclosure package for our file **before** submitting the loan to underwriting.	Once the borrowers have **viewed** the document you can complete the intent to proceed.  **Once intent to proceed is received, the LO will be responsible to remove the closing cost expiration date/time when issuing a Change of Circumstance LE.**

M/I FINANCIAL, LLC
A Subsidiary of M/I Homes, Inc.

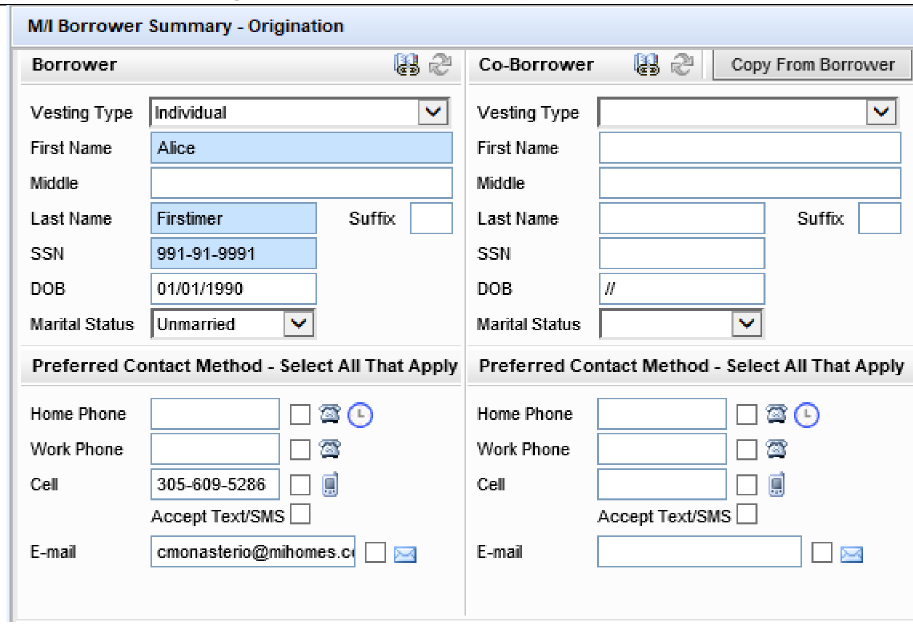
Manual Loan Application

<table>
<tr><td>1</td><td>To begin a manual application, go to pipeline screen select New Loan</td><td>
</td></tr>
<tr><td>2</td><td>Select Loan type and click “Select Template”</td><td>
</td></tr>
<tr><td>3</td><td>Go to the 2015 Itemization and Select the Closing Cost Program</td><td>
</td></tr>
</table>

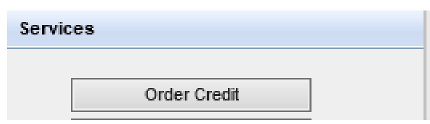
4

Complete the **M/I Borrower Summary - Origination** screen.

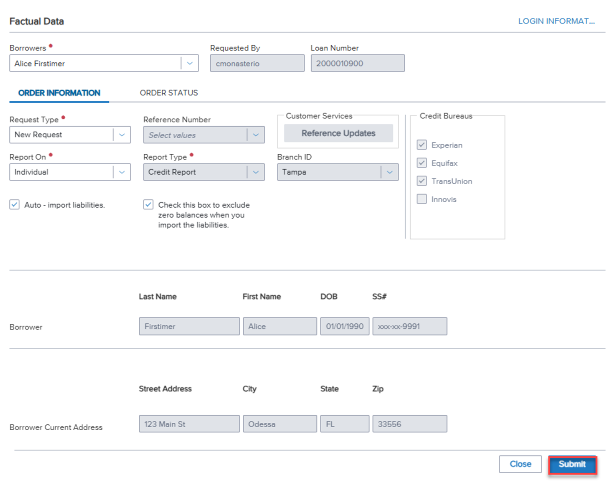
All fields highlighted in blue are required.



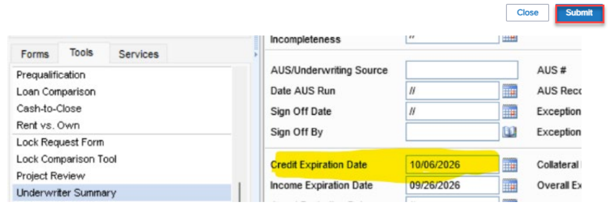
Use the **Services** panel on the form to **Order Credit**.

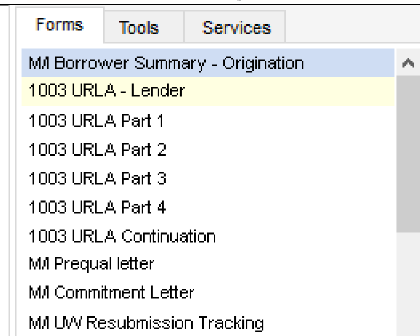


Click **Submit** to request report



Add the credit expiration date based off the AUS findings. When credit is reissued, update the expiration date.

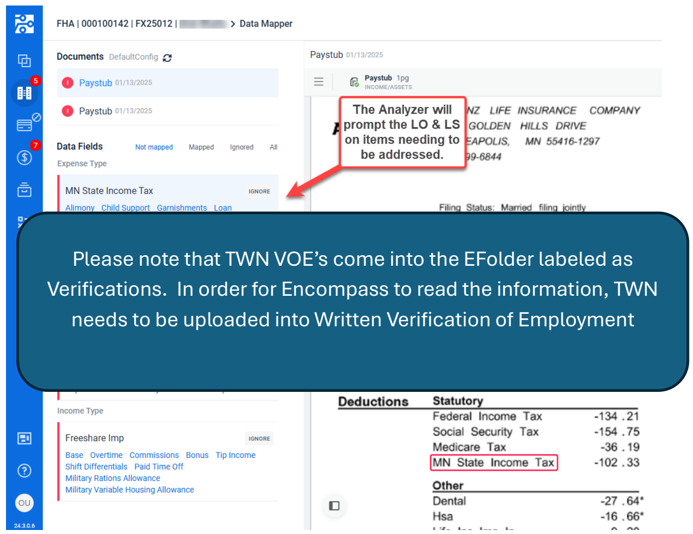


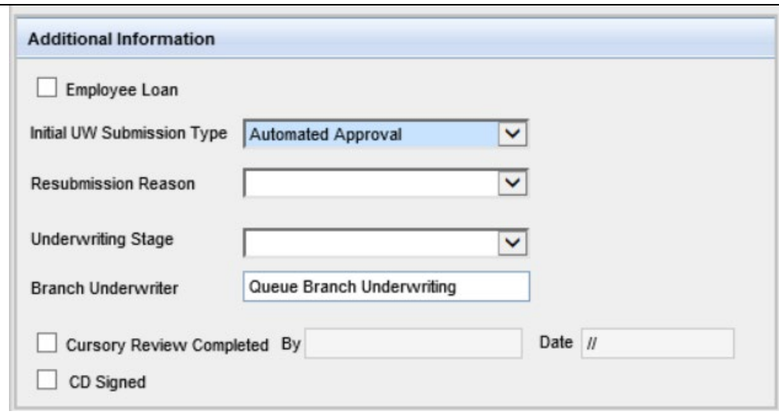
5	Complete the **1003 URLA – Lender** Screens	
6	Proceed with the loan application as normal (Refer to Loan Review section for further instruction on completing a PQ and Application)	

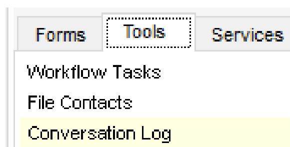
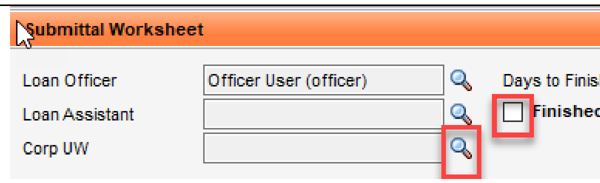
Services

Before submitting for initial review, run the following Services:

Step	Action	Screen Shot
1	Run your **AUS findings** (DU or LP – Make sure corresponds to your loan product) Note: Ratios need to match Encompass **Please note that on some government loans DTI may not match exactly due to rounding issues*	
2	Run **DRIVE** Report via **Services > Order Fraud/Audit Services**	

	Loan Officers are responsible for reviewing and addressing High and Medium findings as these could affect loan approval. Refer to the DRIVE training aid for step-by-step guidance.	
3	Run and review **Income Analyzer** Review the IA findings for completion and accuracy. Loan Officers should make every effort to utilize the IA income (unless we have D1C). Generate an income worksheet once the review is complete. Click **Analyzers** to open the Income Analyzer and complete your review. Click and review Business Association, Data Mapper and Income Analyzer for completion and accuracy. It is important to note that when a loan is submitted for **Automated Approval** at the **Submittal** milestone, Corporate Underwriting will not complete an income review, making a cursory income review crucial to our loan quality assurance. If the income analyzer income is being utilized, confirm that an Income analyzer income worksheet is in the eFolder. You will still need to follow AUS findings for income documentation requirements.	Analyzers  ICE **Income Analyzer** Worksheet **Employment and Other Income Worksheet**

	If Income Analyzer is not used, and the loan does not have Day 1 Certainty validated by DU, an income worksheet will need to be completed to confirm income is in line with program guideline parameters.	
4	Once file structure and docs are complete, Select **Initial UW Submission Type** dropdown on **M/I Borrower – Summary Origination** **AUS – Standard AUS loan. Document light review for initial approval.** **AUS Plus** – Standard AUS review and initial approval *PLUS* additional needed reviews. COE, Income, Non-Permanent Resident Alien documentation, Business Funds to Close – you will specify and supply documentation for what the "Plus" entails. **Manual UW** – When your loan is a 'Refer' or requires a manual downgrade. Use this option to submit for a full manual UW and decision. **10-Day Finance** – Similar to AUS Plus but focused on initial approval and income. Use when there is a 10-day finance contingency as part of the contract.	
	Before **Submitting** for Initial Approval, the Loan Officer must have: • Fully executed Initial Disclosure Package • Completed Intent to proceed	You are responsible for your loan file. Anyone should be able to open the conversation log and read your notes and know what happened while you handled the loan file. We should know if there are issues or that the borrower needs special handling, this should be in the conversation log. Additionally, the eFolder should be neat, indexed and titled properly. There should not be duplicates of documents.

	• Confirmed ratios in LOS and AUS match • Reviewed and validated income (via IA & D1C) including worksheet in eFolder • DataVerify, reviewed, addressed, and ran on all borrowers. • Added detailed note to UW • Provided all required documentation for initial approval review.	**Please see addendum at the end of this standard operating procedure for underwriting checklists for submission to initial approval.**
5	Add Submittal notes to Conversation Log via **Tools** > **Conversation Log**	
6	**Log > Submittal Milestone**, assign **Corp UW,** and click **Finished** to complete the milestone.	

Change in Circumstance Process

Any Change in Circumstance is the primary function of the loan officer. Before doing a Change in Circumstance, you must understand the regulations. Creditors are generally bound by the amounts in the LE provided within three business days of the application. Creditors are permitted to provide and use revised estimates for purposes of determining good faith and resetting tolerances only in certain specific circumstances. They are:

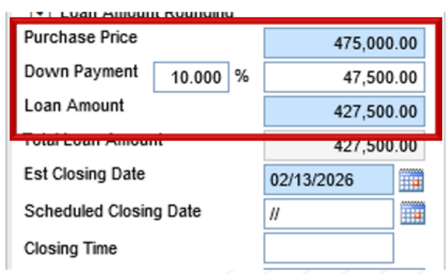
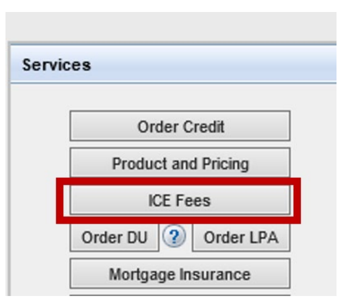
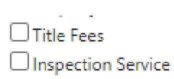
- Changed Circumstances affect the borrower's creditworthiness or the value of the property securing the loan cause a borrower to be ineligible for an estimated charge previously disclosed.
- Changes to the credit terms or the settlement are requested by the consumer and those changes cause an estimated charge to increase.
- The interest rate was not locked when the LE was provided and locking the rate causes the points, lender credits and any other interest rate dependent charges or terms to change.
- The LE expires before the borrower indicates an intent to proceed.

- Once intent to proceed is received, the LO will be responsible to remove the closing cost expiration date/time, each time there is a revision to the LE.
- The loan is a new construction loan and settlement is delayed by more than 60 calendar days, if the original LE states clearly and conspicuously that at any time prior to 60 calendar days before consummation, the creditor may issue revised disclosures.

Note: We cannot charge a fee that was never disclosed. The only fees that can change are the fees related to the valid Change in Circumstance.

Once you are aware of the change, correct all fields and fees associated with the change. Keep in mind that changes to sales price will affect fees such as lender and owners title insurance, mortgage insurance, property taxes, and possibly hazard insurance depending on how calculated. Create the Change in Circumstance, snapshot and print the "Change in Circumstance" package using e-delivery with signature.

Change of Circumstance: Fee Related

Step	Action	Screen Shot
1	Go to the **M/I Borrower Summary – Origination** form and Update the Purchase Price, Down Payment and Loan Amount. Press Save.	
2	On the **M/I Borrower Summary – Origination** page, go to the services box and select **ICE Fees** to run updated fees for your loan changes. Check **Title Fees** and click **submit**.	  

Updated calculations will appear in the **New** column.

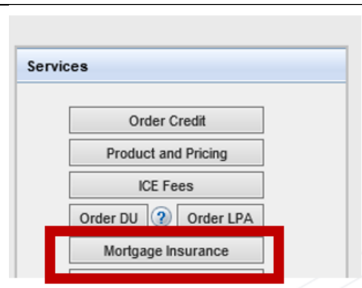
Total Existing	Total New	Difference	Import(New)
$360.00	$360.00	$0.00	
$360.00	$360.00	$0.00	
	$180.00		☑
	$180.00		☑
$0.00	$0.00	$0.00	
$8,172.50	$5,542.46	($2,630.04)	
	$1,522.50		☑
	$869.96		☑
	$3,150.00		☑

Total New	Difference	Import(New)
$6,963.18	($236.82)	☑

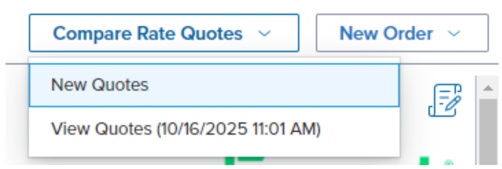
Select **Import**

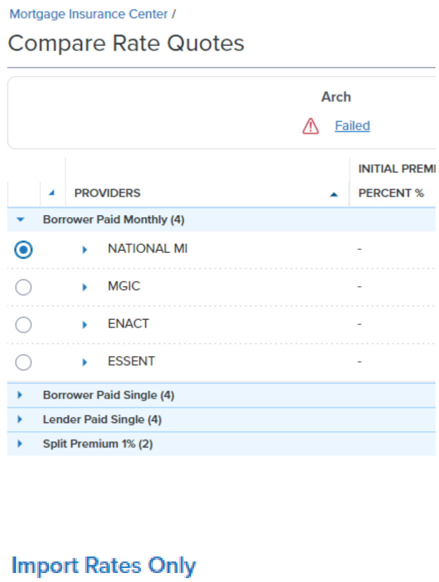
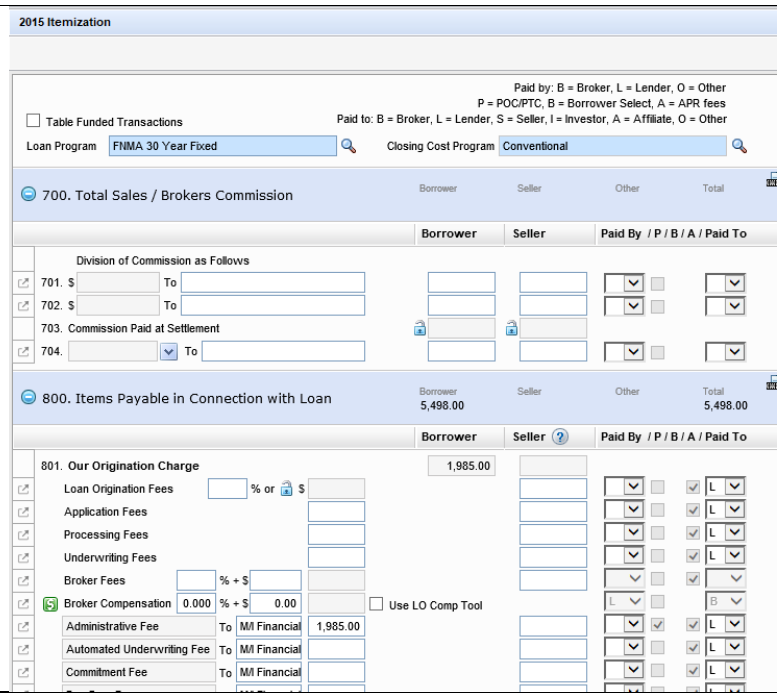
3

On the **M/I Borrower Summary - Origination** page Go to **Services** box and select Mortgage Insurance to update the mortgage insurance premium, if required.

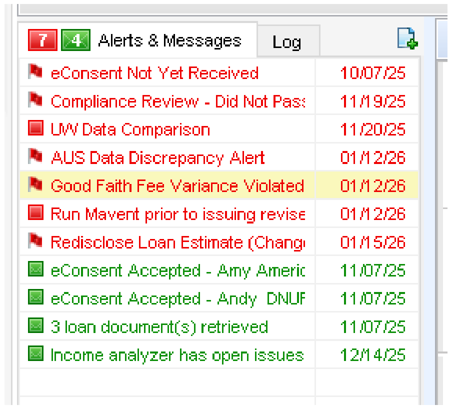


On the upper right-hand corner of your screen, select **Compare Rate Quotes**, **New Quotes**.
To reference a previous quote, click **View Quotes.**

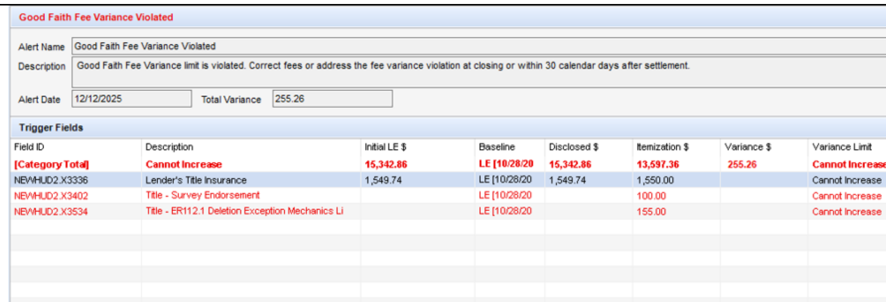


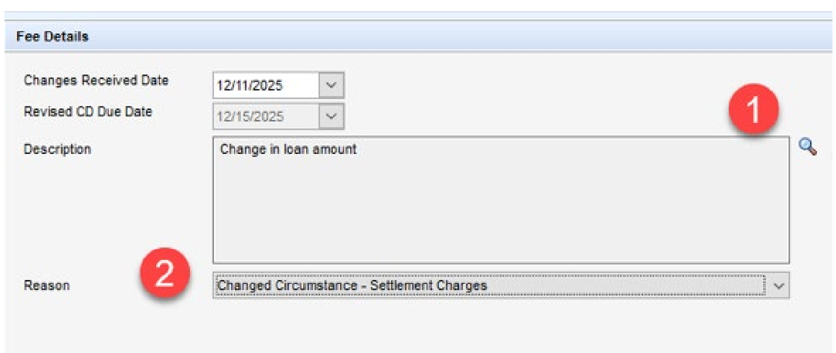
	The new quotes will appear in pricing order (lowest to highest). Select the MI Company by clicking the radio button and then click "**Import Rates Only**" to update Encompass.	
4	Review your fees for accuracy on the **2015 Itemization** screen.	

<table>
<tr>
<td>5</td>
<td>Once you have saved the loan, you will get a Good Faith Fee Variance Violated Alert.

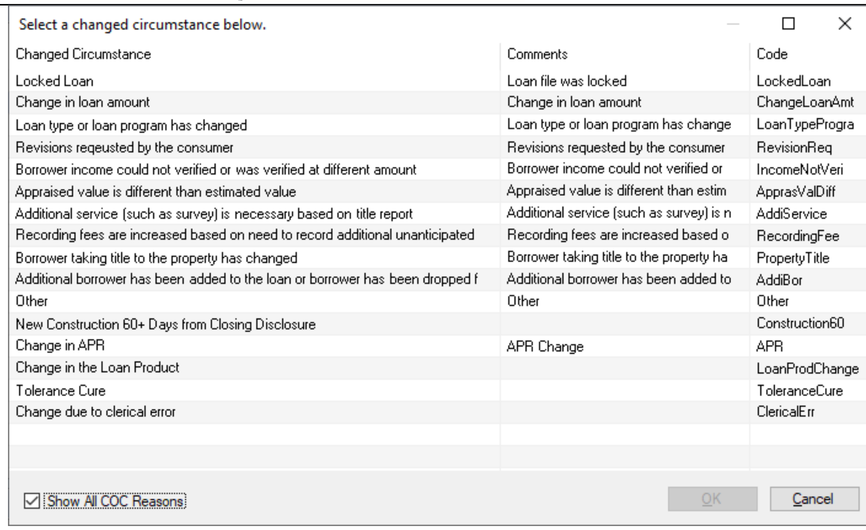
*Please note a Good Faith Fee Variance Violated Alert will only appear if fees <u>increase</u>.</td>
<td>
</td>
</tr>
<tr>
<td>6</td>
<td>Review each individual Fee listed in the Good Faith Fee Variance Violated screen.

Under Fee Details, select the valid description and reason for each fee.

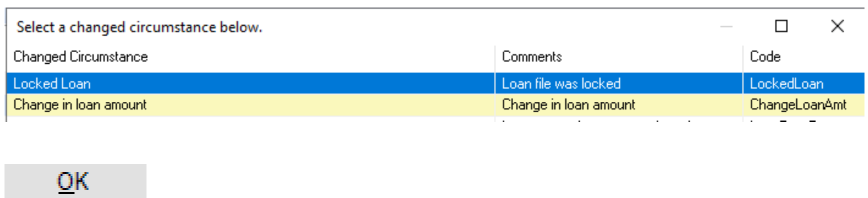
Please note “Other” should NOT be used for fee description or reason. Mavent will not recognize that as a valid reason for COC.</td>
<td>


</td>
</tr>
</table>

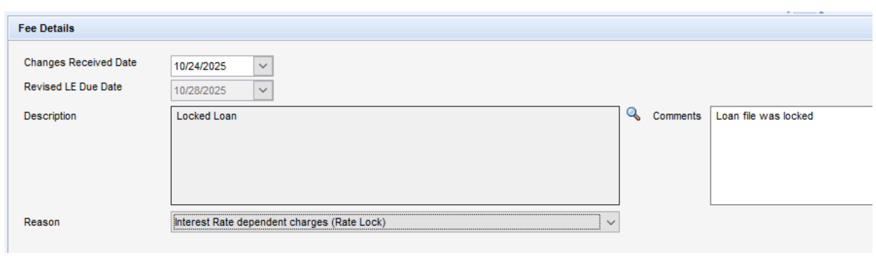
To select the **Description**, click the magnifying glass icon, then click “**Show all COC Reasons**”



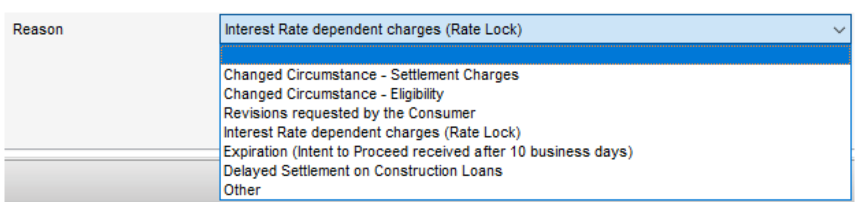
Next, select the valid **reason** and click **OK.**

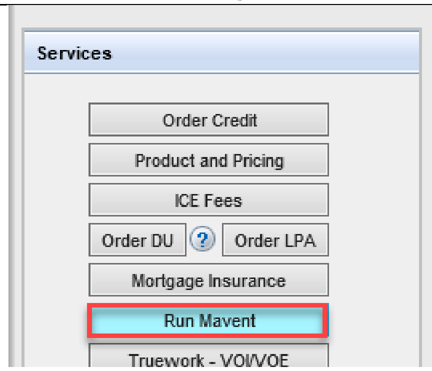
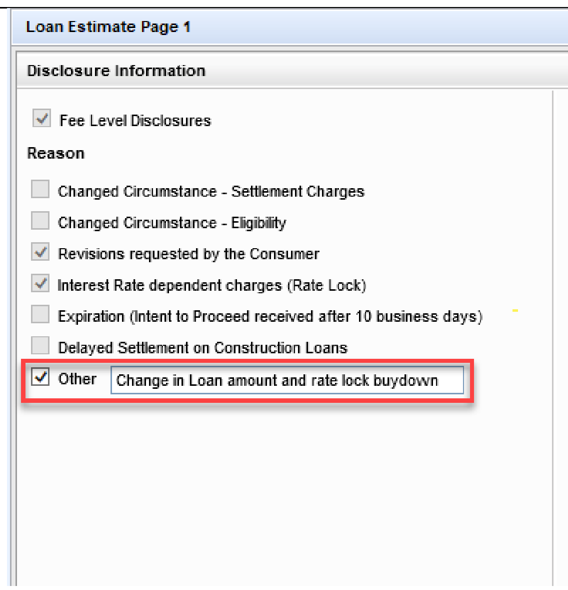


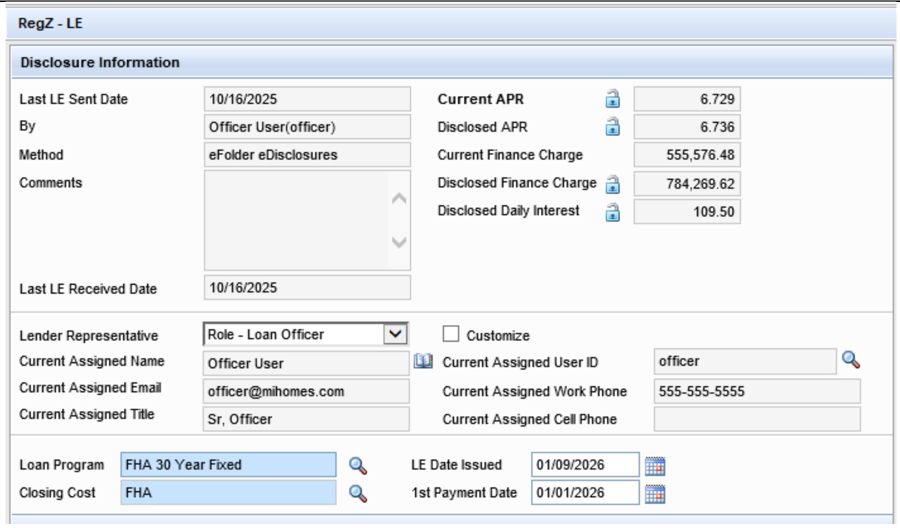
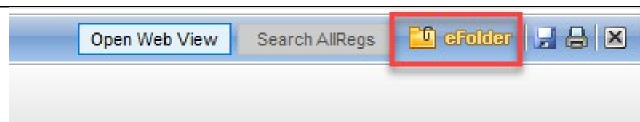
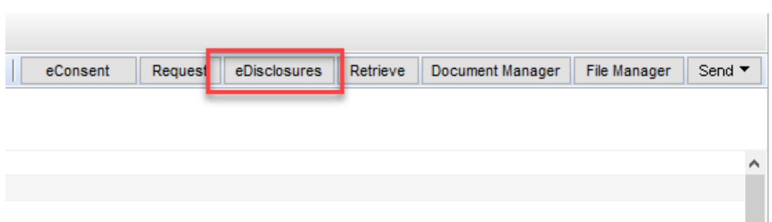
The description will carry over to the comments.

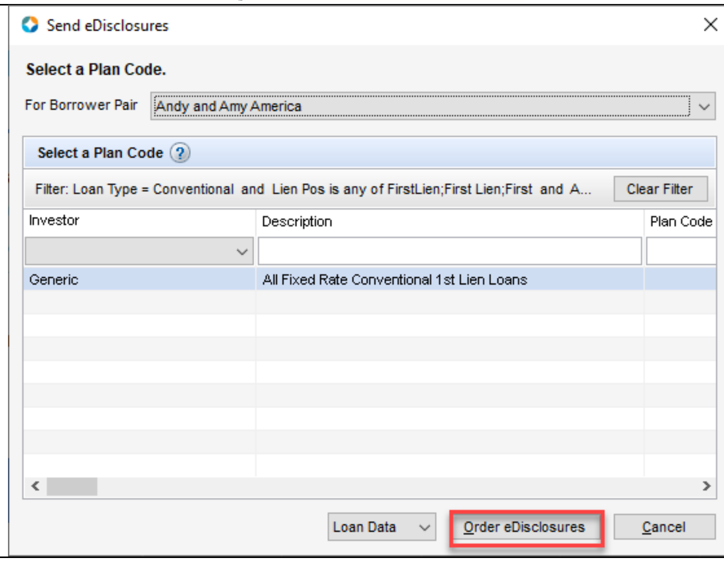


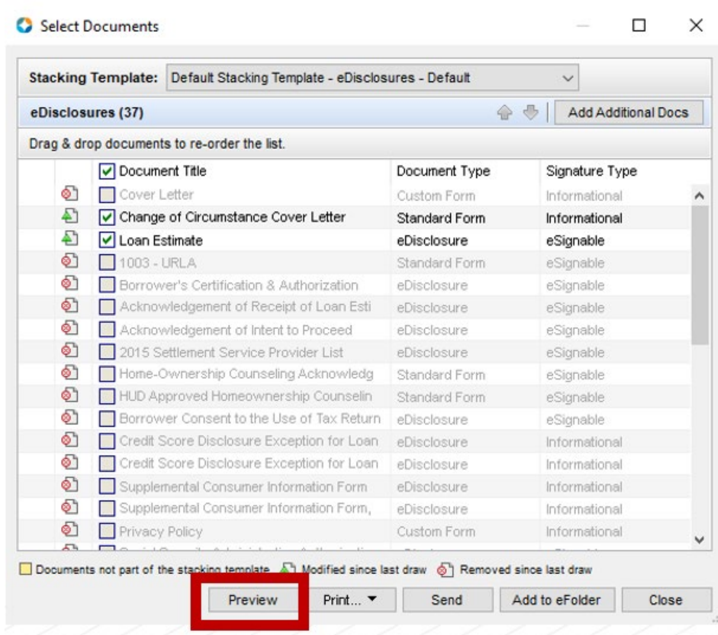
Once you’ve selected the description, select the valid **reason** from the drop down menu.



7	On the **M/I Borrower Summary – Origination** page, go to the services box and select "**Run Mavent**" and click **Preview** If you have selected valid CIC (correctly selected description and reason for each fee), you will receive a PASS or acceptable WARNING. If you receive a FAIL, go back to **step 6**, and select the correct description and/or reason.	
8	Proceed to **Loan Estimate Page 1** to complete the Change in Circumstance Coversheet and enter the LE Date under the **Changes Received Date**. The descriptions that were selected for each fee will **automatically** check the reason(s) on the CIC coversheet. If you would like to add a comment you can check **Other** and type in the appropriate text.	

9	Go into **Reg Z – LE** form Update the **LE Date Issued** to today's date.	
10	To preview your LE for accuracy, go to print icon.	
11	To issue your disclosures, go to your **eFolder** Select **eDisclosures**.	 

<table>
<tr><td></td><td>Click Order eDisclosures</td><td>
</td></tr>
<tr><td>12</td><td>Click Preview button to preview your change in circumstance LE for accuracy.

When you preview your disclosures, make sure your cover letter is completed.</td><td>
</td></tr>
</table>

As you can see, when a valid COC is issued, the following are completed:

- Checked reason
- Description and comment filled for each fee change

Notice of Change Circumstances Reasons

Date of Change: **January 12, 2026** Loan Number: **2000002267**

Borrower(s): **Andy DNURd4Levi America**
Amy America

Property Address: **543 Somewhere**
Tampa, FL 33604

Lender: **M/I Financial, LLC**

Previously, in connection with your loan application, you were provided a Loan Estimate disclosure that contained an estimate of loan costs and loan terms for the mortgage loan sought. For one or more of the following reasons indicated below, we are providing you with a revised Loan Estimate.

☐ Change Circumstance affecting Settlement Charges;

☐ Change Circumstance affecting Eligibility;

☒ You requested changes to the mortgage loan sought that changes the loan costs or the loan terms;

☐ You have chosen to lock your Rate affecting Interest Rate Dependent charges and terms;

☐ The loan requested is a new home loan construction;

☐ The Loan Estimate has expired; or

☒ Other: **Change In Loan Amount**

Fee Changes			
Fee Description	**New Amount $**	**Description**	**Comment**
LO Compensation - Lender Compensation Credit Amount Line 2	$1068.75	Change in loan amount	Change in loan amount

Should you have any questions regarding your revised Loan Estimate or your loan status, please call
Branch Manager, Lender Representative at 678-867-5309.

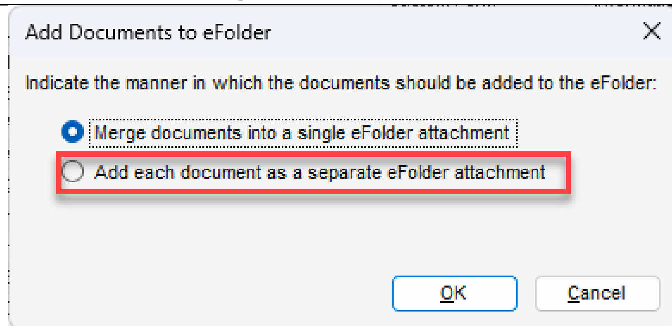
Next, click the **Add to eFolder** to send a copy of the unsigned disclosure to the eFolder.

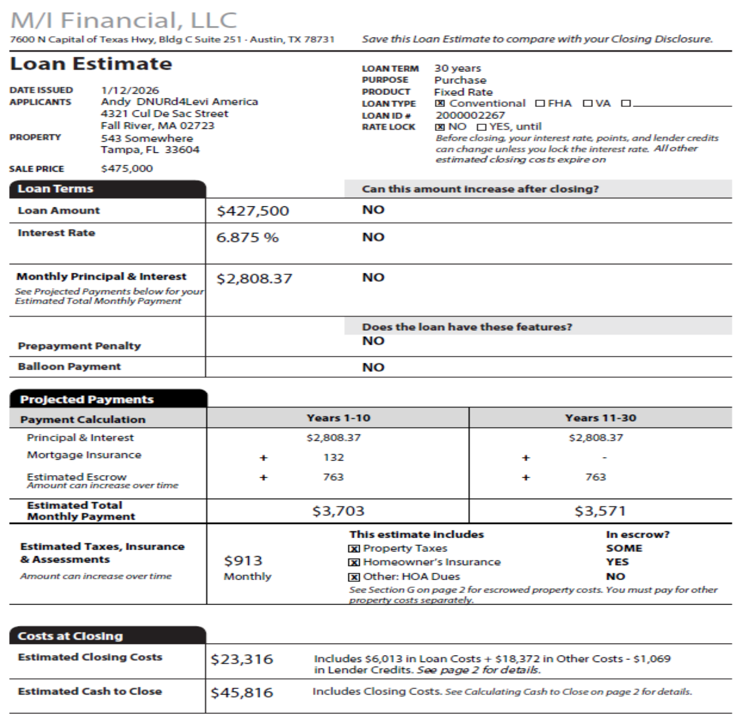
Select **Add each document as a separate eFolder attachment**
Click **Send** to issue the disclosure.

Best Practice is to ask the buyers to sign ***every*** COC disclosure sent.

Note: If there are *additional* borrower

pairs, you will need to follow the same steps to deliver the disclosures to the additional borrower pairs.





M/I Financial, LLC
7600 N Capital of Texas Hwy, Bldg C Suite 251 · Austin, TX 78731
Save this Loan Estimate to compare with your Closing Disclosure.

Loan Estimate

DATE ISSUED 1/12/2026
APPLICANTS Andy DNURd4Levi America
4321 Cul De Sac Street
Fall River, MA 02723
PROPERTY 543 Somewhere
Tampa, FL 33604
SALE PRICE $475,000

LOAN TERM 30 years
PURPOSE Purchase
PRODUCT Fixed Rate
LOAN TYPE ☒ Conventional ☐ FHA ☐ VA ☐ ______
LOAN ID # 2000002267
RATE LOCK ☒ NO ☐ YES, until
Before closing, your interest rate, points, and lender credits can change unless you lock the interest rate. All other estimated closing costs expire on

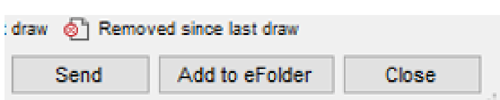
Loan Terms		Can this amount increase after closing?
Loan Amount	$427,500	NO
Interest Rate	6.875 %	NO
Monthly Principal & Interest *See Projected Payments below for your Estimated Total Monthly Payment*	$2,808.37	NO
		Does the loan have these features?
Prepayment Penalty		NO
Balloon Payment		NO

Projected Payments

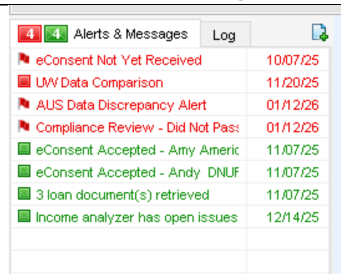
Payment Calculation	Years 1-10	Years 11-30
Principal & Interest	$2,808.37	$2,808.37
Mortgage Insurance	+ 132	+ -
Estimated Escrow *Amount can increase over time*	+ 763	+ 763
Estimated Total Monthly Payment	$3,703	$3,571

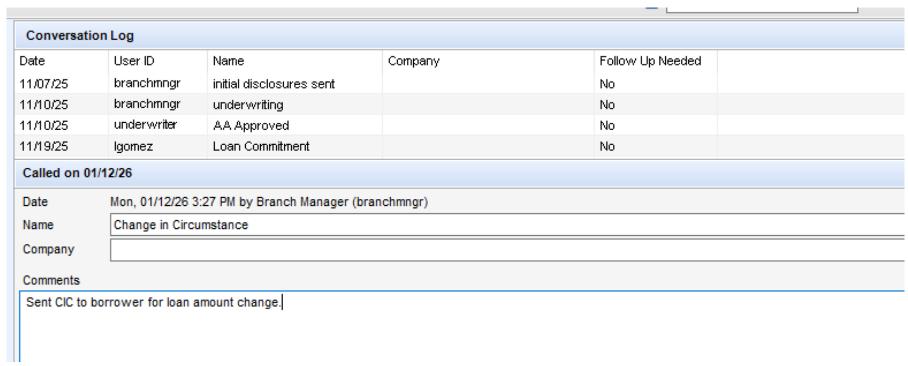
		This estimate includes	In escrow?
Estimated Taxes, Insurance & Assessments *Amount can increase over time*	$913 Monthly	☒ Property Taxes	SOME
		☒ Homeowner's Insurance	YES
		☒ Other: HOA Dues	NO
		See Section G on page 2 for escrowed property costs. You must pay for other property costs separately.	

Costs at Closing		
Estimated Closing Costs	$23,316	Includes $6,013 in Loan Costs + $18,372 in Other Costs - $1,069 in Lender Credits. *See page 2 for details.*
Estimated Cash to Close	$45,816	Includes Closing Costs. *See Calculating Cash to Close on page 2 for details.*

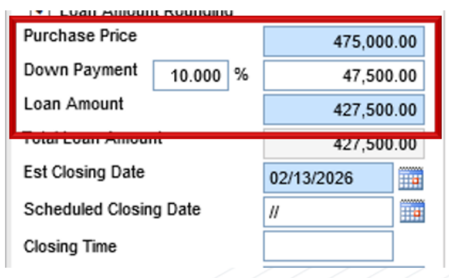
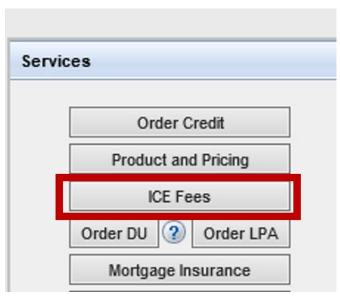
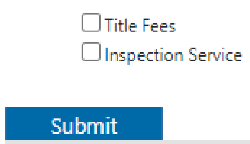
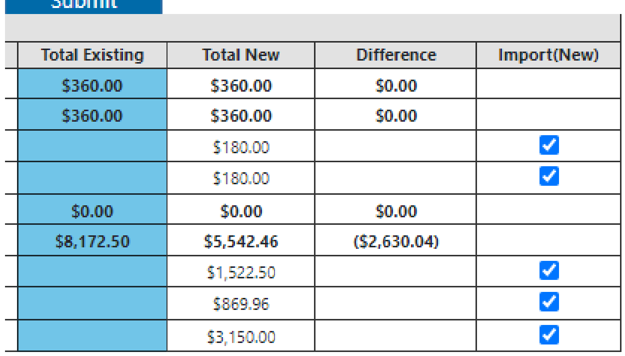
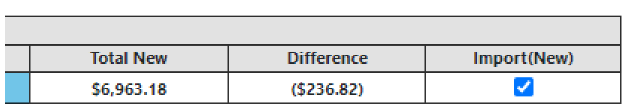


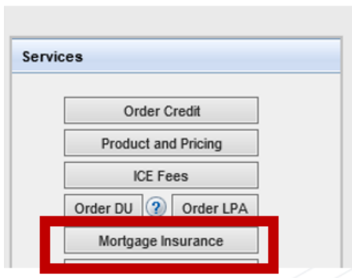
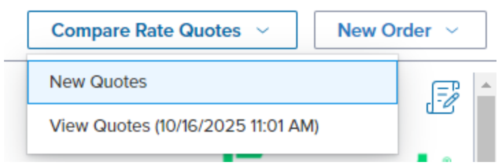
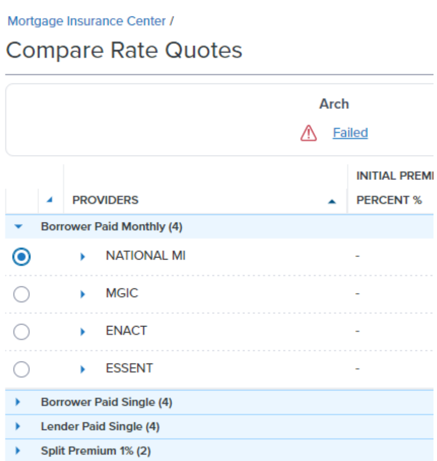
<table>
<tr>
<td>13</td>
<td>Lastly, now that you’ve completed your redisclosure your fee variance will automatically clear.

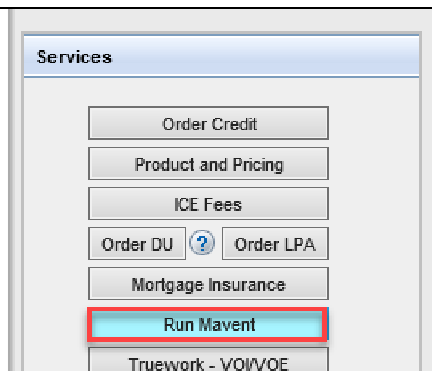
Best practice is to add a comment to Conversation Log to document any notes related to the COC LE.</td>
<td>


</td>
</tr>
</table>

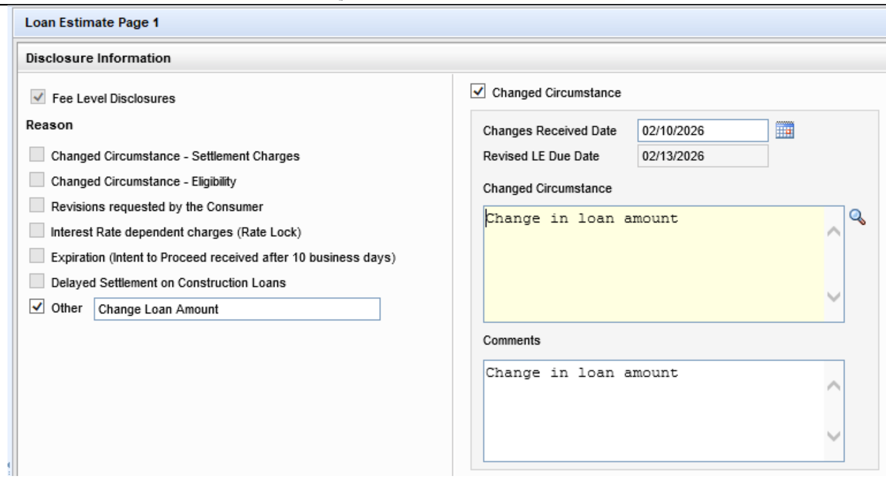
Change in Circumstance: Non-Fee Related (No Fee Variance Alert)

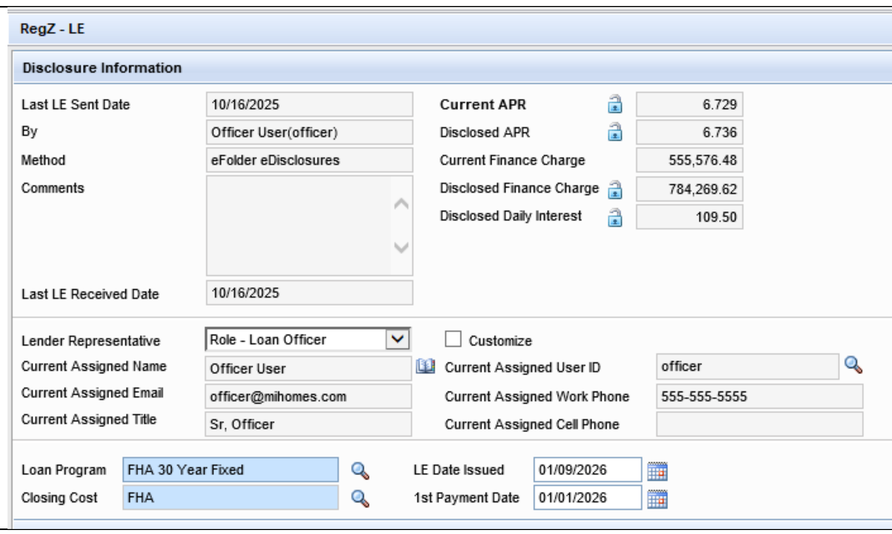
Step	Action	Screen Shot
1	Go to the **M/I Borrower Summary – Origination** form and Update the Loan. Press Save.	
2	On the **M/I Borrower Summary – Origination** page, go to the services box and select **ICE Fees** to run updated fees for your loan changes. Check **Title Fees** and click **submit**. Updated calculations will appear in the **New** column.	   Total Existing / Total New / Difference / Import(New) $360.00 / $360.00 / $0.00 / $360.00 / $360.00 / $0.00 / / $180.00 / / ☑ / $180.00 / / ☑ $0.00 / $0.00 / $0.00 / $8,172.50 / $5,542.46 / ($2,630.04) / / $1,522.50 / / ☑ / $869.96 / / ☑ / $3,150.00 / / ☑  Total New / Difference / Import(New) $6,963.18 / ($236.82) / ☑

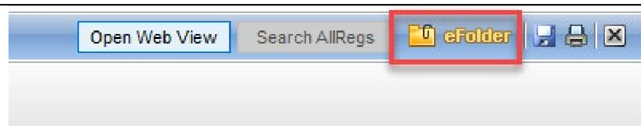
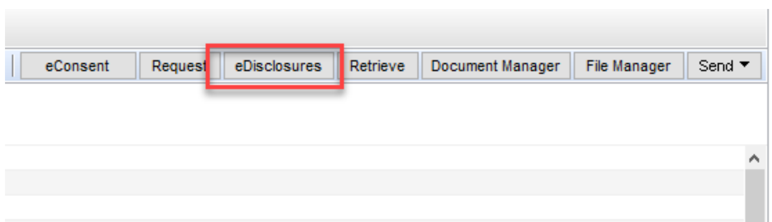
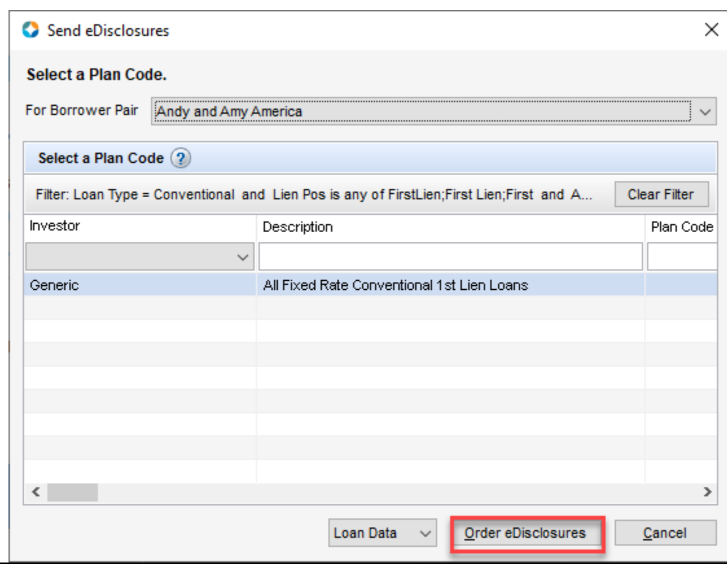
	Select **Import**	
3	On the **M/I Borrower Summary - Origination** page Go to **Services** box and select Mortgage Insurance to update the mortgage insurance premium, if required. On the upper right-hand corner of your screen, select **Compare Rate Quotes**, **New** Quote. To reference a previous quote, click **View Quotes.**	   

	The new quotes will appear in pricing order (lowest to highest). Select the MI Company by clicking the radio button and then click “**Import Rates Only**" to update Encompass.	
4	On the **M/I Borrower Summary – Origination** page, go to the services box and select “**Run Mavent**” and click **Preview** If you receive a FAIL, go back to **step 6**, and select the correct description and/or reason.	

<table>
<tr>
<td>5</td>
<td>Proceed to Loan Estimate Page 1 to complete the Change of Circumstance Coversheet and enter the LE Date under the Changes Received Date.

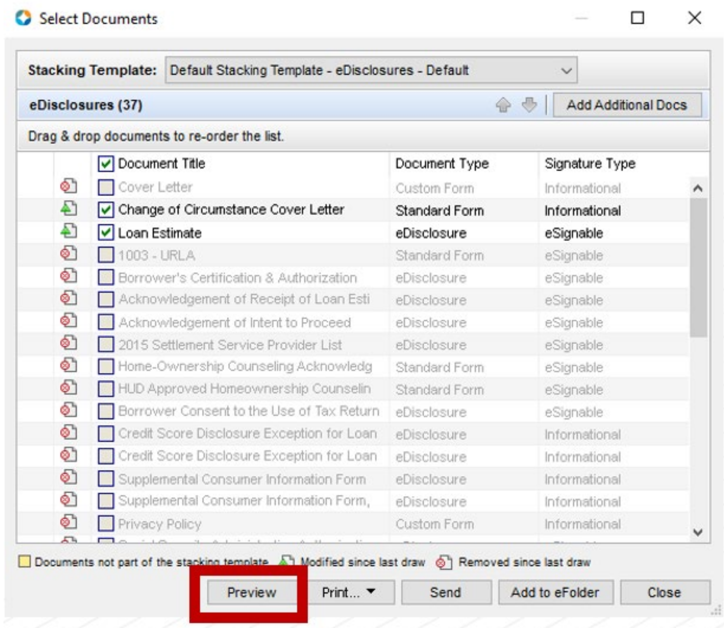
Add a comment by checking Other and type in the appropriate text.</td>
<td>
</td>
</tr>
<tr>
<td>6</td>
<td>Go into Reg Z – LE form

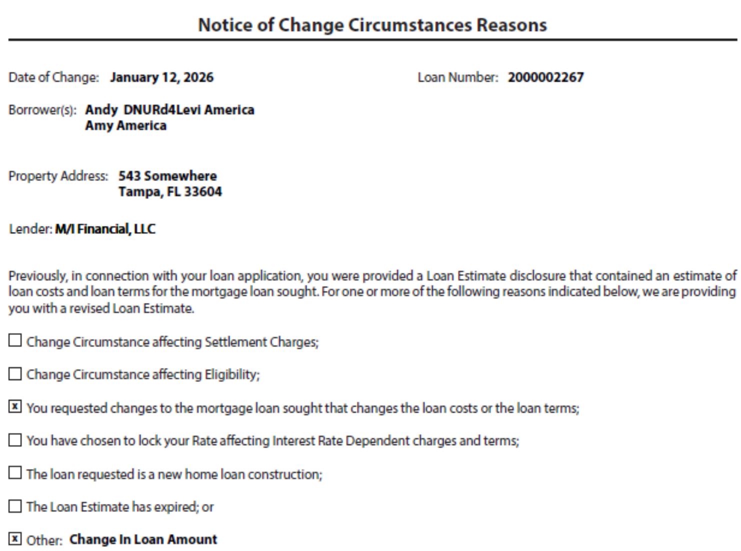
Update the LE Date Issued to today's date.</td>
<td>
</td>
</tr>
</table>

7	To preview your LE for accuracy, go to print icon,	
8	To issue your disclosures, go to your **eFolder** Select **eDisclosures**. Click Order **eDisclosures**	  

9

Next, click the **Preview** button to preview your change of circumstance LE for accuracy.





Notice of Change Circumstances Reasons

Date of Change: **January 12, 2026** Loan Number: **2000002267**

Borrower(s): **Andy DNURd4Levi America**
Amy America

Property Address: **543 Somewhere**
Tampa, FL 33604

Lender: **M/I Financial, LLC**

Previously, in connection with your loan application, you were provided a Loan Estimate disclosure that contained an estimate of loan costs and loan terms for the mortgage loan sought. For one or more of the following reasons indicated below, we are providing you with a revised Loan Estimate.

☐ Change Circumstance affecting Settlement Charges;

☐ Change Circumstance affecting Eligibility;

☒ You requested changes to the mortgage loan sought that changes the loan costs or the loan terms;

☐ You have chosen to lock your Rate affecting Interest Rate Dependent charges and terms;

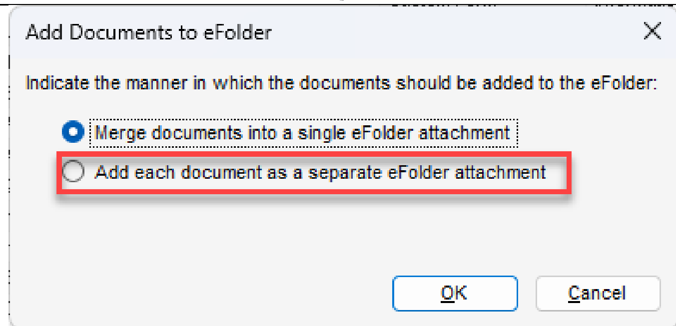
☐ The loan requested is a new home loan construction;

☐ The Loan Estimate has expired; or

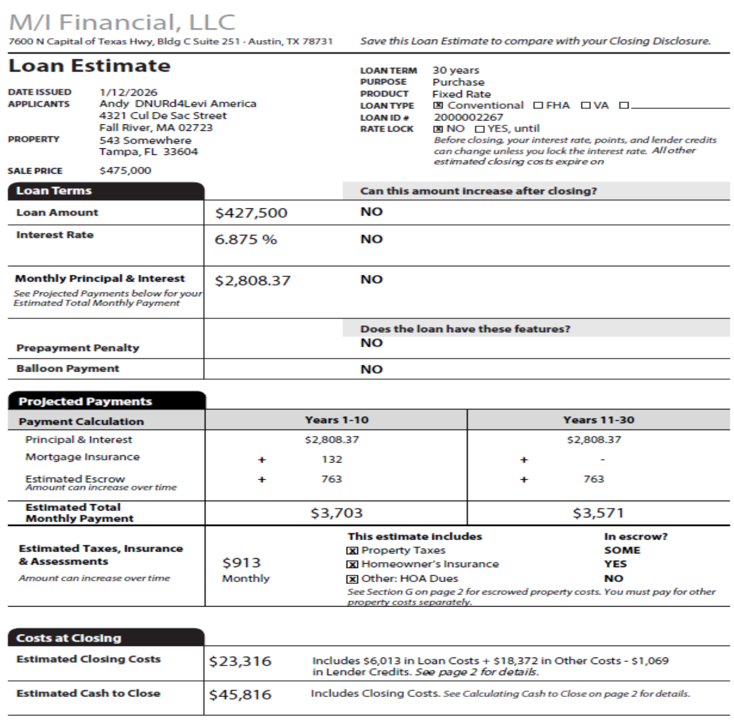
☒ Other: **Change In Loan Amount**

When you preview your disclosures, make sure your cover letter is completed.

Next, click the **Add to eFolder** to send a copy of the unsigned disclosure to the eFolder.



Select **Add each document as a separate eFolder attachment** Click **Send** to issue the disclosure.


M/I Financial, LLC
7600 N Capital of Texas Hwy, Bldg C Suite 251 · Austin, TX 78731
Save this Loan Estimate to compare with your Closing Disclosure.

Loan Estimate

DATE ISSUED	1/12/2026	LOAN TERM	30 years
APPLICANTS	Andy DNURd4Levi America 4321 Cul De Sac Street Fall River, MA 02723	PURPOSE	Purchase
PROPERTY	543 Somewhere Tampa, FL 33604	PRODUCT	Fixed Rate
SALE PRICE	$475,000	LOAN TYPE	☒ Conventional ☐ FHA ☐ VA ☐
		LOAN ID #	2000002267
		RATE LOCK	☒ NO ☐ YES, until *Before closing, your interest rate, points, and lender credits can change unless you lock the interest rate. All other estimated closing costs expire on*

Loan Terms		Can this amount increase after closing?
Loan Amount	$427,500	NO
Interest Rate	6.875 %	NO
Monthly Principal & Interest *See Projected Payments below for your Estimated Total Monthly Payment*	$2,808.37	NO
		Does the loan have these features?
Prepayment Penalty		NO
Balloon Payment		NO

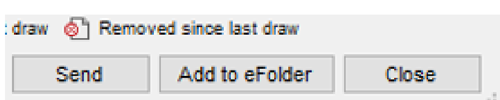
Projected Payments

Payment Calculation	Years 1-10	Years 11-30
Principal & Interest	$2,808.37	$2,808.37
Mortgage Insurance	+ 132	+ -
Estimated Escrow *Amount can increase over time*	+ 763	+ 763
Estimated Total Monthly Payment	$3,703	$3,571

		This estimate includes	In escrow?
Estimated Taxes, Insurance & Assessments *Amount can increase over time*	$913 Monthly	☒ Property Taxes	SOME
		☒ Homeowner's Insurance	YES
		☒ Other: HOA Dues	NO
		See Section G on page 2 for escrowed property costs. You must pay for other property costs separately.	

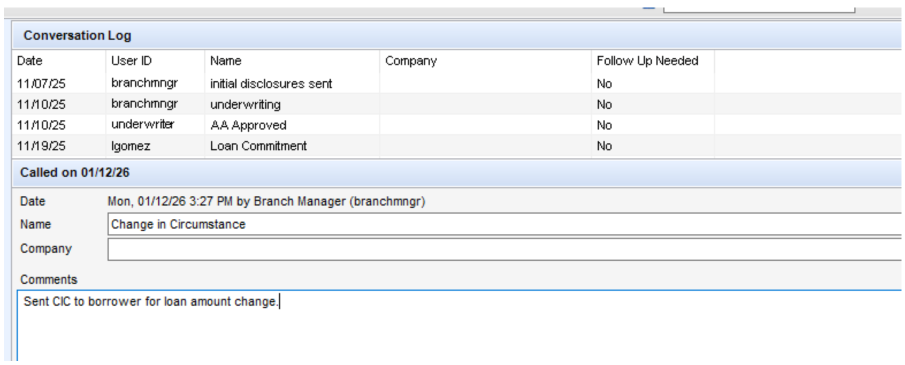
Costs at Closing		
Estimated Closing Costs	$23,316	Includes $6,013 in Loan Costs + $18,372 in Other Costs - $1,069 in Lender Credits. *See page 2 for details.*
Estimated Cash to Close	$45,816	Includes Closing Costs. *See Calculating Cash to Close on page 2 for details.*

Best Practice is to ask the buyers to sign ***every*** COC disclosure sent



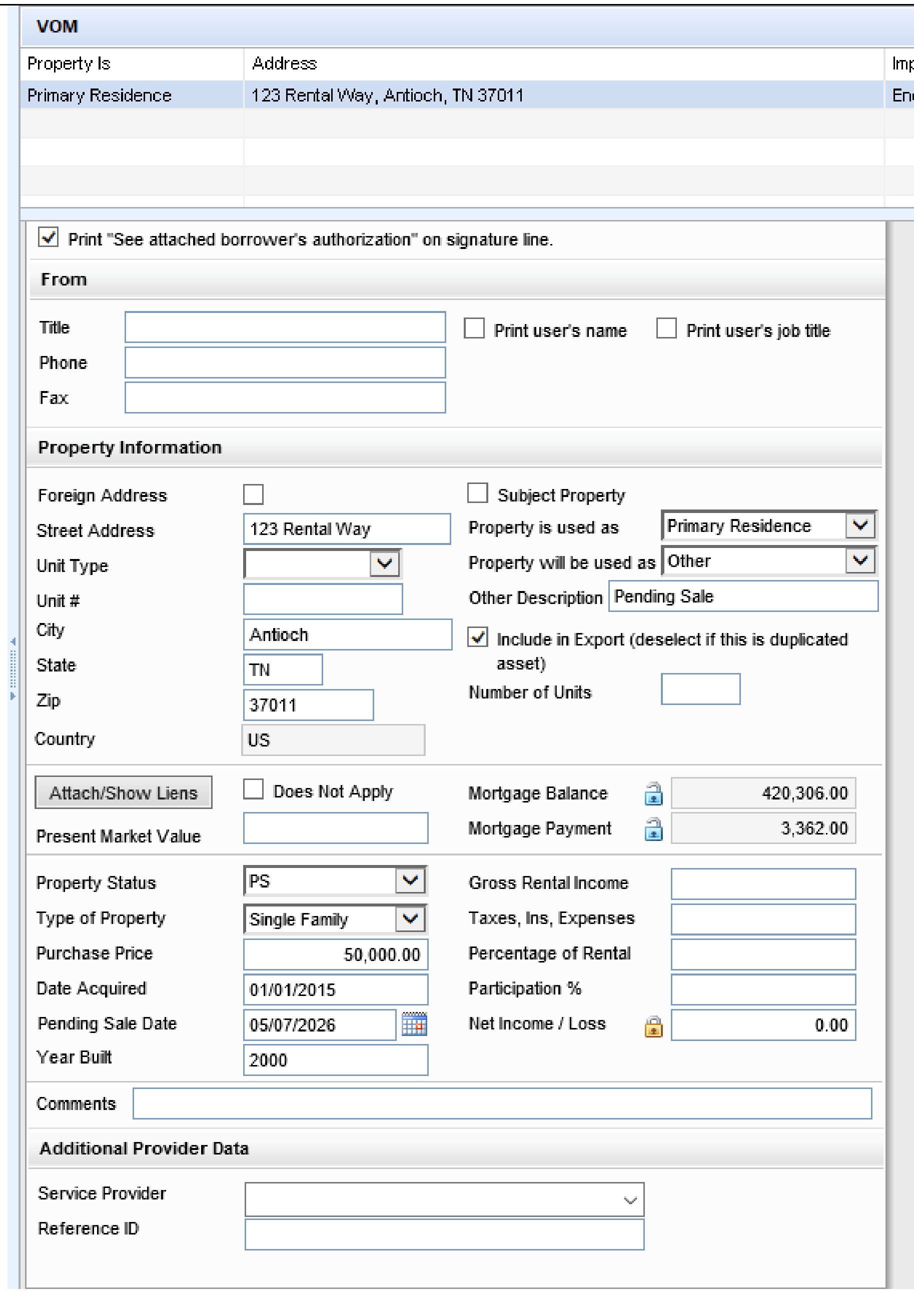
Click **Send** to issue the disclosure.

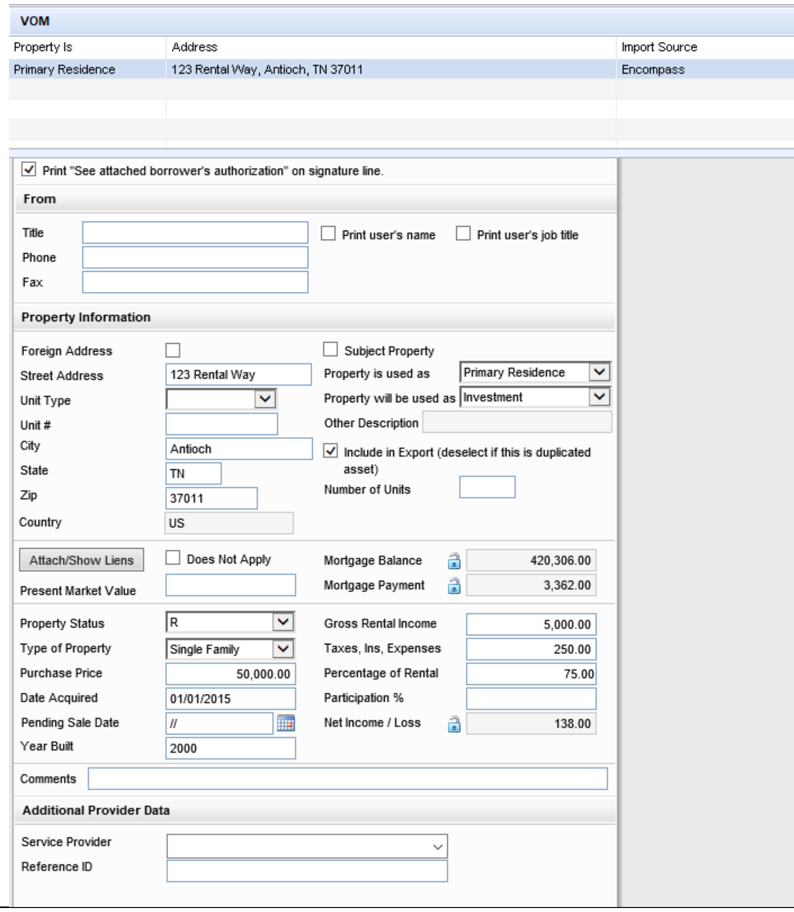
Note: If there are *additional* borrower pairs, you will

	need to follow the same steps to deliver the disclosures to the additional borrower pairs.	
10	Best practice is to add a comment to Conversation Log to document any notes related to the COC LE.	

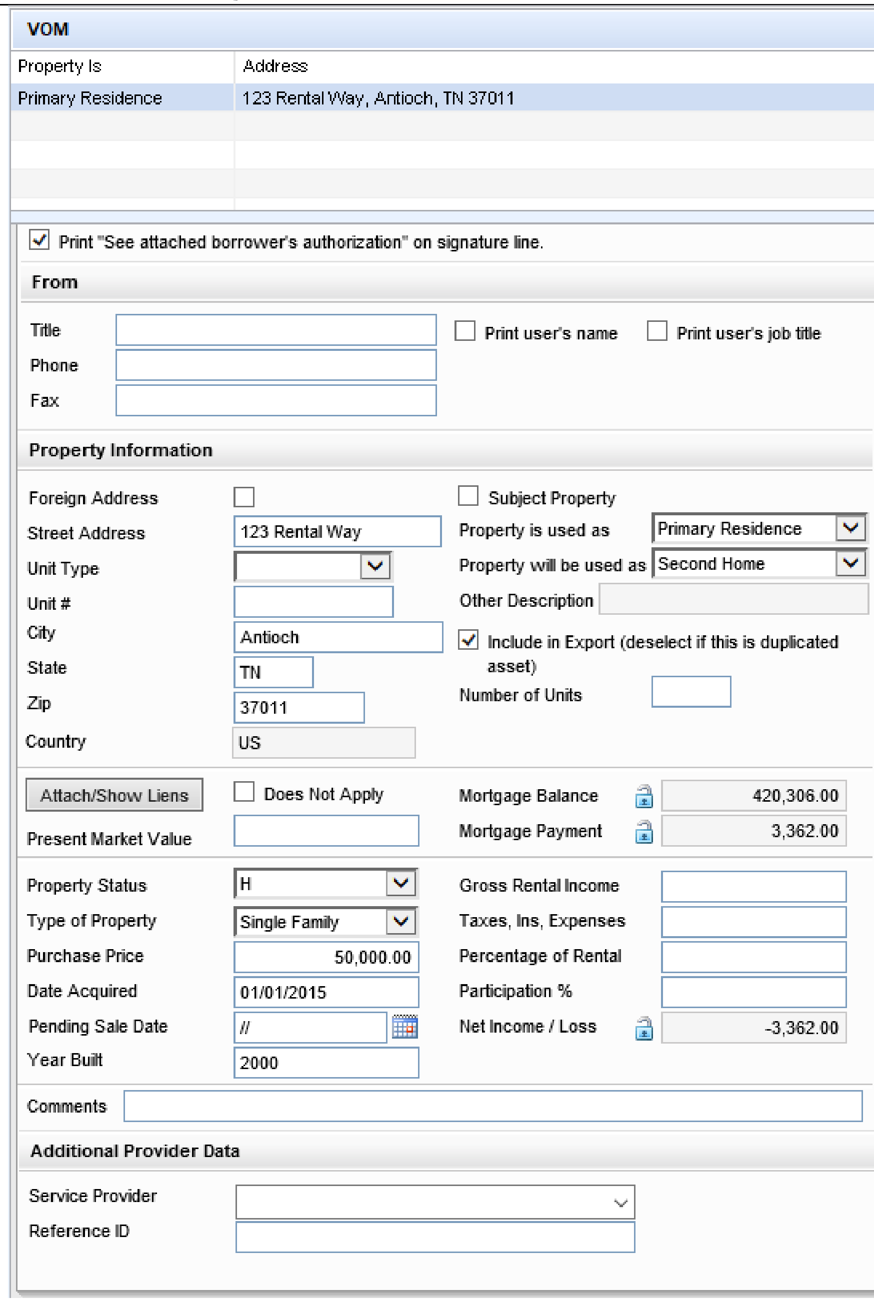
Encompass Verification Forms

Verification of Mortgage (VOM) Form

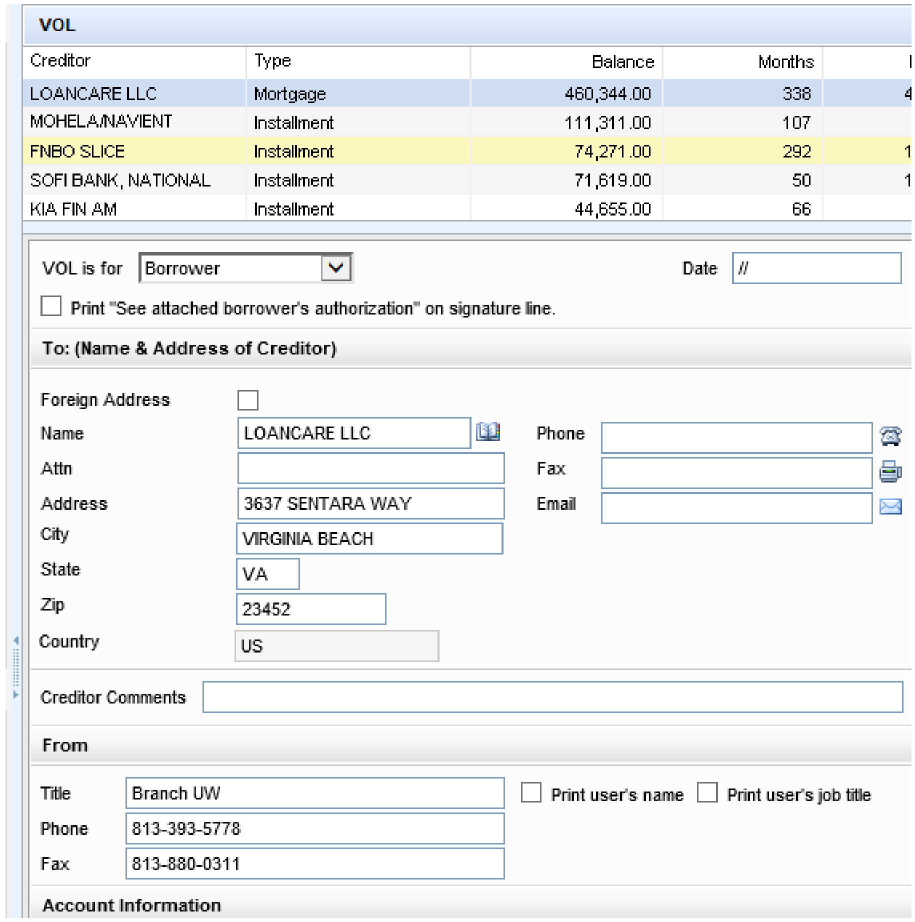
Verification of Mortgage (VOM) Form **1**	**VOM – Pending Sale & Back-to-Back** *Please note on Pending Sale homes, you will need to exclude the liability for ratios on VOL to read correctly. Tip: Using the VOM Form allows you to view the eFolder documents and URLA on a different screen.	

	VOM – Investment (Rental)	

VOM – Primary to Second

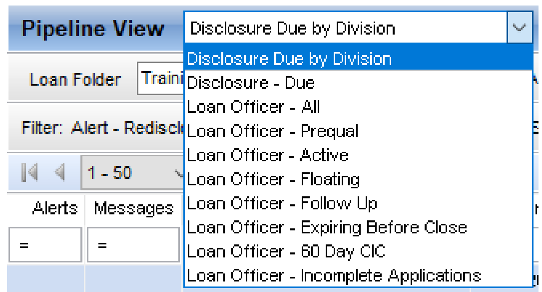


Verification of Liabilities

Step	Action	Screen Shot
1	To review your liabilities, use the VOL (Verification of Liabilities screen.) Tip: Using the VOL Form allows you to view the eFolder documents and URLA on a different screen.	

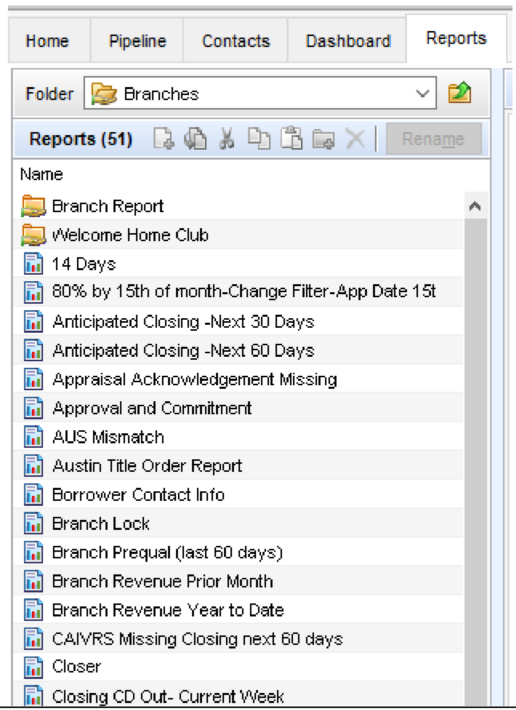
The Pipeline and Reports

Pipelines

1	**Pipeline Views:** To manage your pipeline, click on the Pipeline tab and then in the dropdown box next to the Pipeline View. **Disclosure – Due** Lists loans with outstanding Disclosures Due **Loan Officer – All** All Loans **Loan Officer – Prequal** Loans in the Started Milestone **Loan Officer – Active** Loans in Application, Submittal, Cond. Approval, Processing, Cond. Review, Clear to Close, Ready for Docs, Docs out **Loan Officer – Floating** Active Loans not locked **Loan Officer – Follow up** Loans requiring follow up. Details in message. **Loan Officer – Expiring Before Close** Locks Expiring before closing **Loan Officer – 60 Day CIC** Loans eligible for 60 Day CIC that are closing in next 60 to 90 days **Loan Officer – Incomplete Applications** Active Loans without UW Approval Date or NOIA date.	

M/I FINANCIAL, LLC
A Subsidiary of M/I Homes, Inc.

Reports

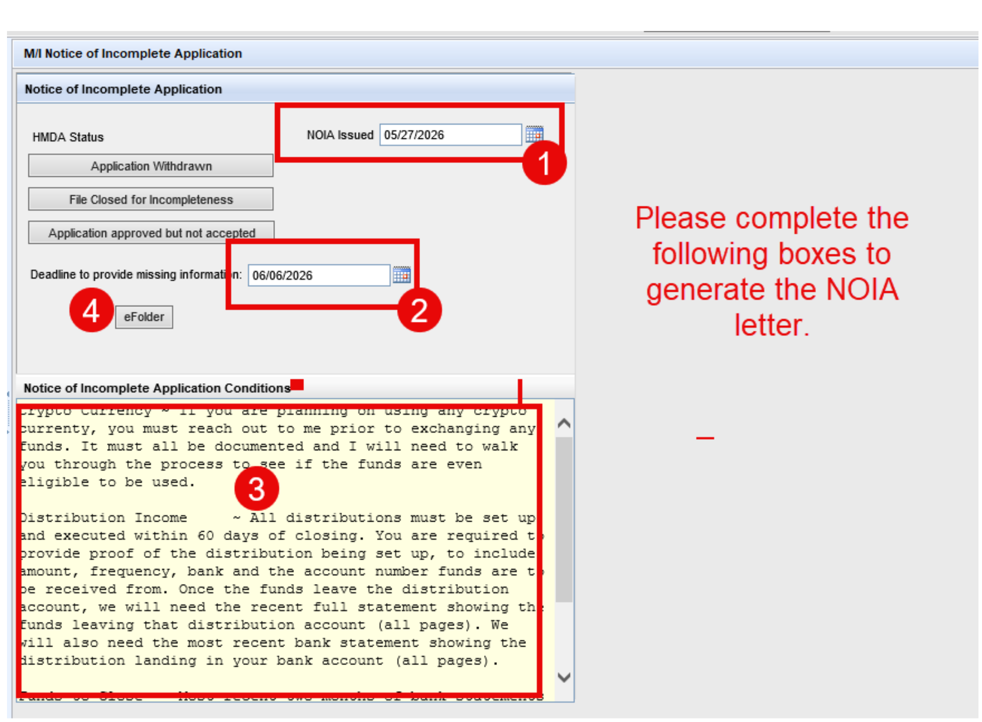
1	**Reports – Branches:** To view your reports, select reports tab. The following are common reports that Loan Officers reference: Anticipated Closing – Next 30 days Approval and Commitment Branch Lock Branch Prequal (Last 60 days) Disclosure Due Report Not Locked 30 days Pipeline Detail	

Additional Responsibilities

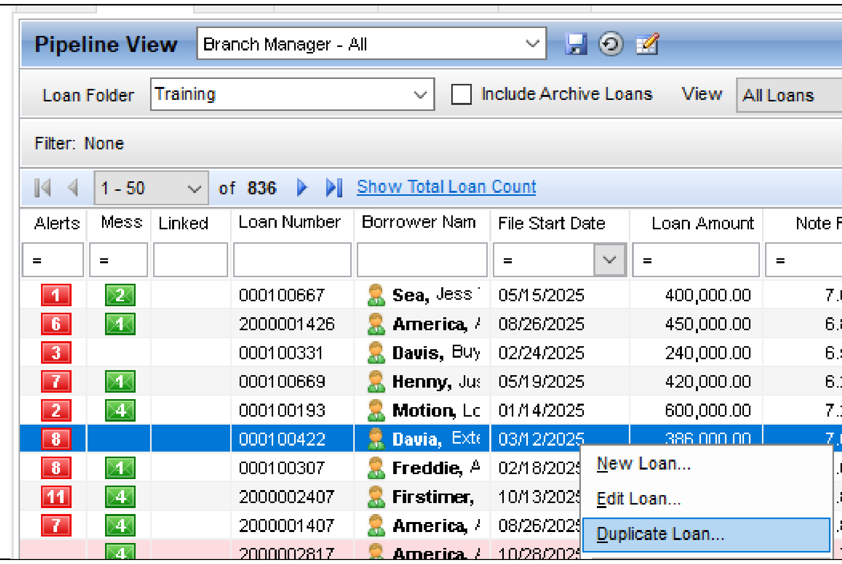
Notice of Incomplete Application (NOIA)

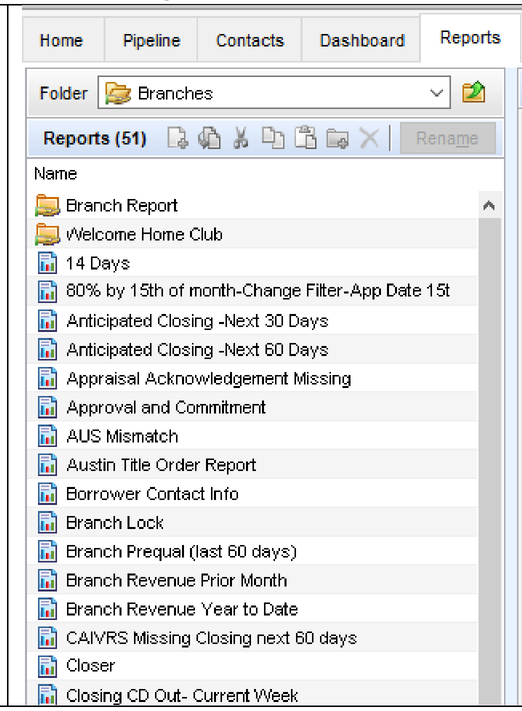
ECOA's Regulation B requires a lender to notify the applicant of action taken on an application within 30 days of receipt of a completed application. If the application is incomplete and does not contain enough information to make a credit decision the applicants must be notified. We have elected to notify the buyer by providing a written notice of incompleteness.

You are responsible to prepare and send the "Notice of Action Taken" to the borrower's that have not returned the signed disclosures or supporting documentation required to get his/her/their loan approved, and commitment letter issued within the required 30 days. Issue the NOIA giving the borrower another 30 days to supply documents. No further extensions are allowed.

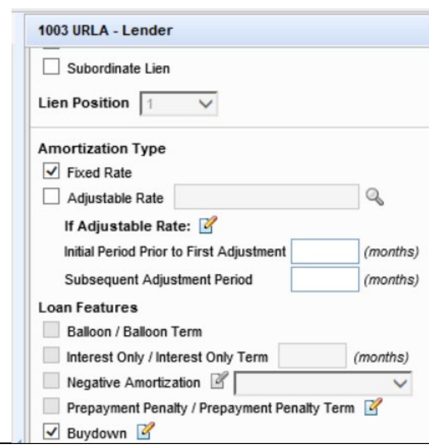
1	To complete the NOIA, go to the **M/I Notice of Incomplete Application** screen Complete: NOIA Issued Deadline to provide information NOIA Conditions Then click **eFolder**> **Request**> **Send**	

Duplicating Loans

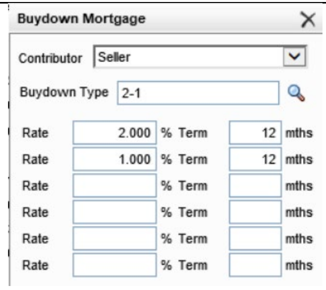
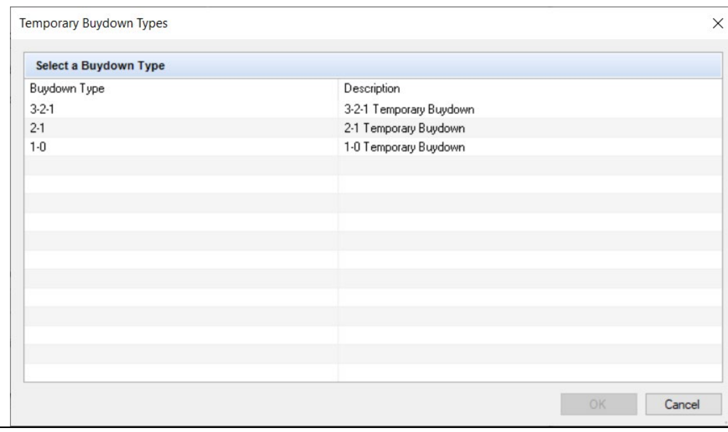
1	To Duplicate loans, go to pipeline, select loan. Right click and select **Duplicate Loan**	

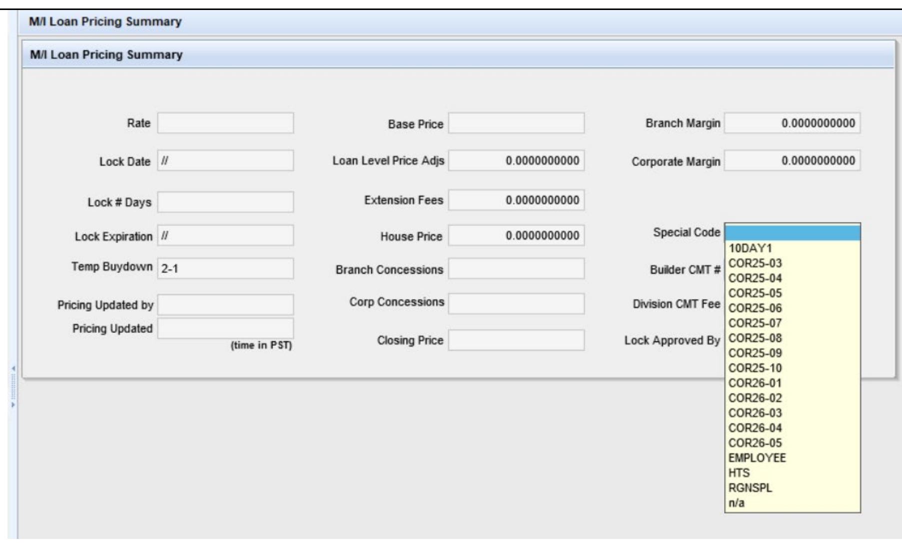
Buydowns

1	To add a **Buydown** go to the **1003 URLA – Lender** and check box	

M/I FINANCIAL, LLC
A Subsidiary of M/I Homes, Inc.

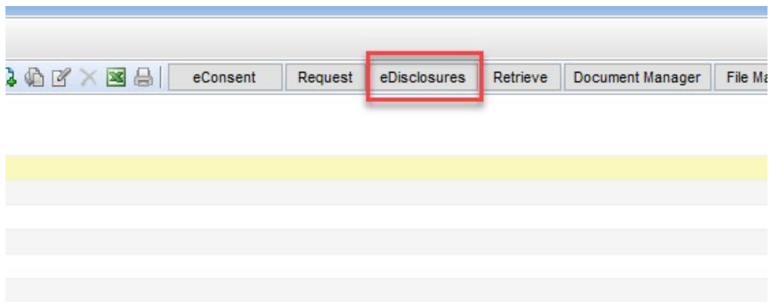
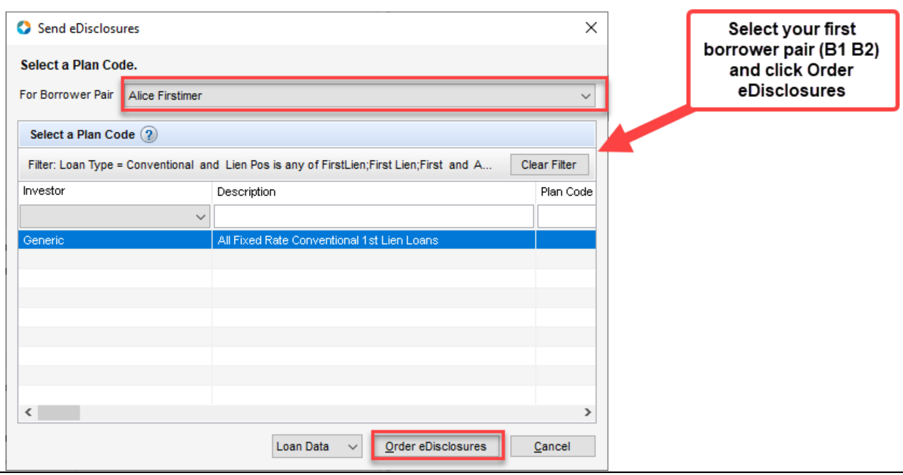
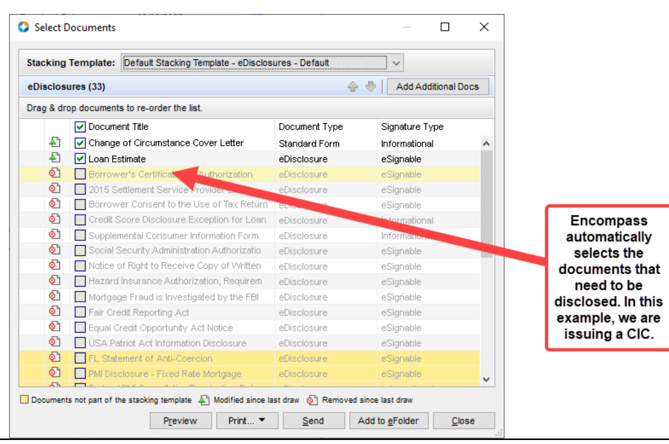
2	Click magnifying glass to open the Buydown selection. Make sure Contributor and Buydown Type are accurate. To see buydown options click the Buydown Type magnifying glass. Select and save.	 

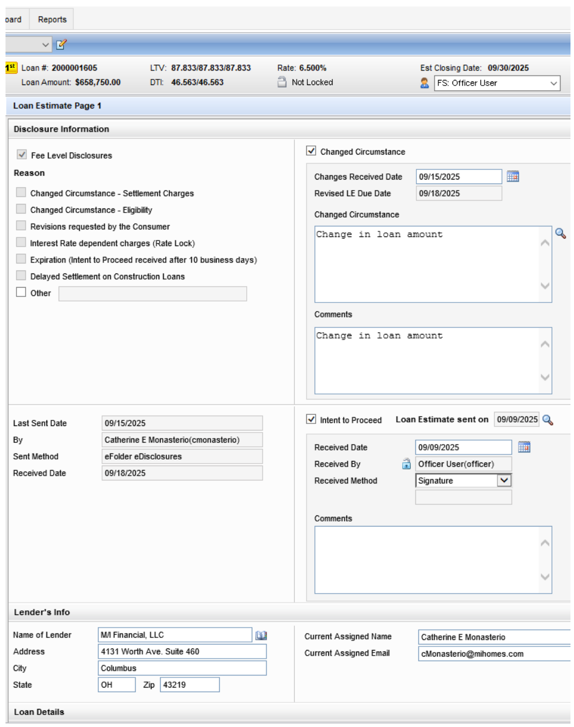
Pricing: Special Codes

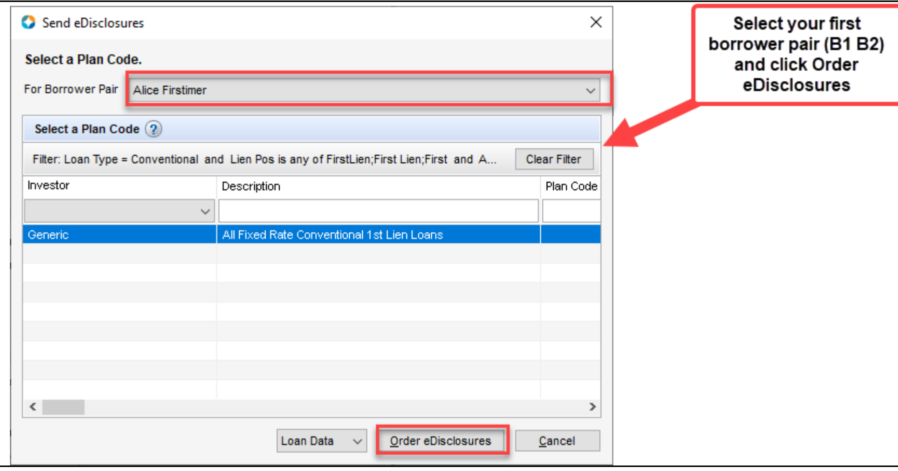
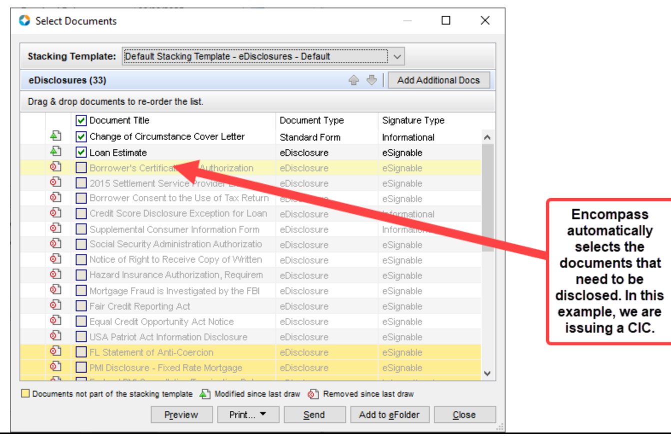
1	To select special pricing code, go to **M/I Loan Pricing Summary** before going to Optimal Blue. Select the appropriate **Special Code**. ***Tip: it is important to select special code on this form before pricing in OB to ensure Encompass and OB match.**	

M/I FINANCIAL, LLC
A Subsidiary of M/I Homes, Inc.

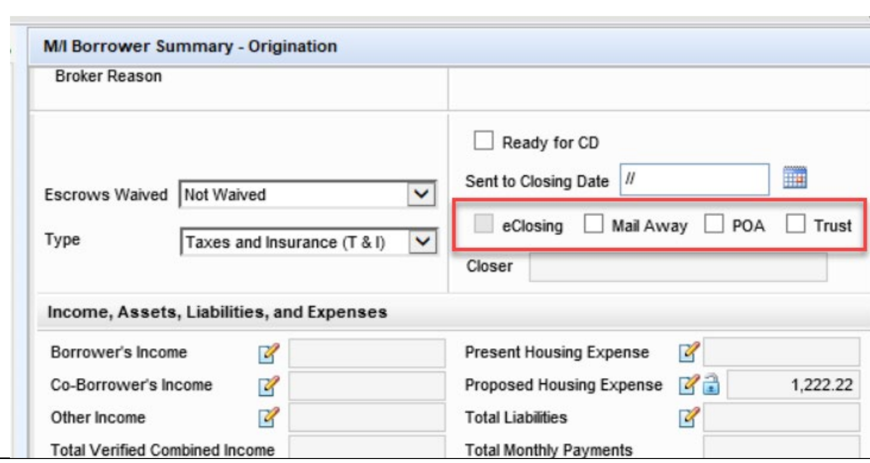
Drop-down borrowers: Sending Disclosures to B3, B5 & B7

1	Sending disclosures to B3, B5 & B7 in Encompass requires additional steps as the disclosures will **not** automatically send to ALL borrower pairs To start, follow your standard disclosure procedures. Once you've completed the disclosures for borrower pair 1 (B1 & B2), go back to the **eFolder** and select **eDisclosures**.	
2	Select the **Borrower Pair** from the dropdown on the Send **eDisclosure** page	
1	Encompass will select the appropriate document package. Click **Send.**	

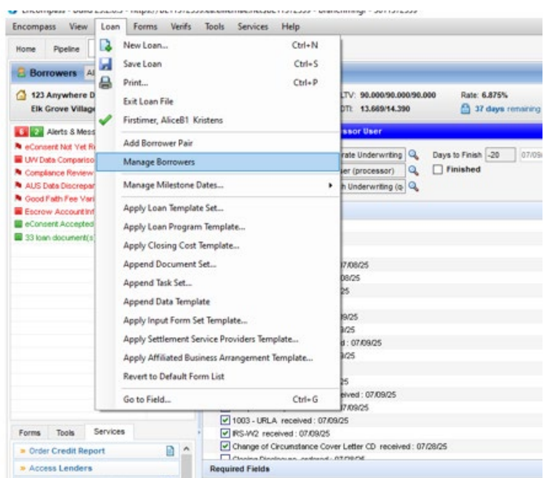
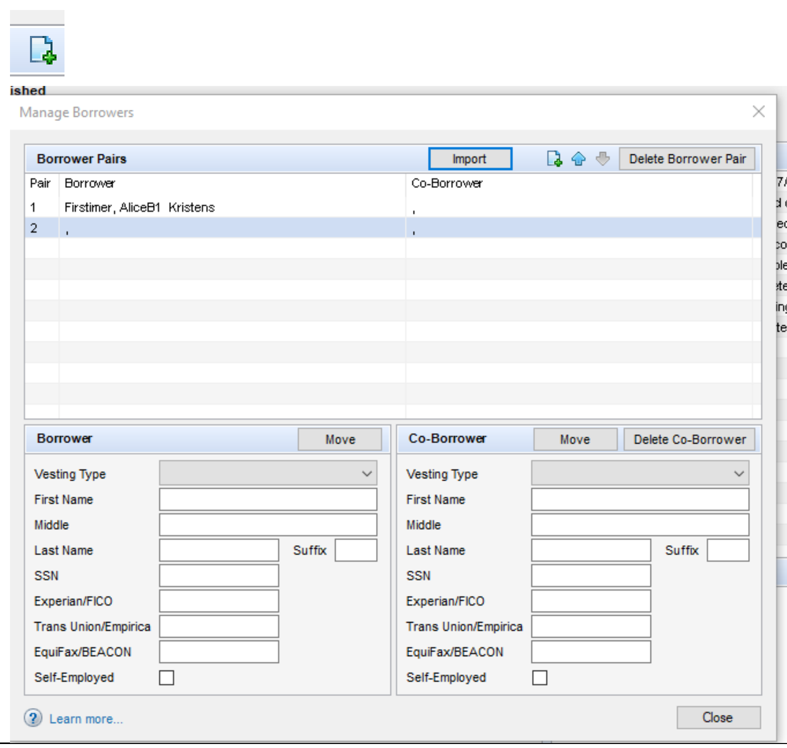
1	To send a CIC to B3, B5, or B7, you will need to **re-select** the reason for CIC. Multiple Borrower Pairs When there are multiple borrower pairs, Encompass is looking for Disclosure Tracking records for **all** borrower pairs. As the Reason and Changed Circumstance options clear upon disclosing of documents, these options need to be re-selected for each borrower pair for Encompass to accept the records to satisfy the Compliance Timeline.	

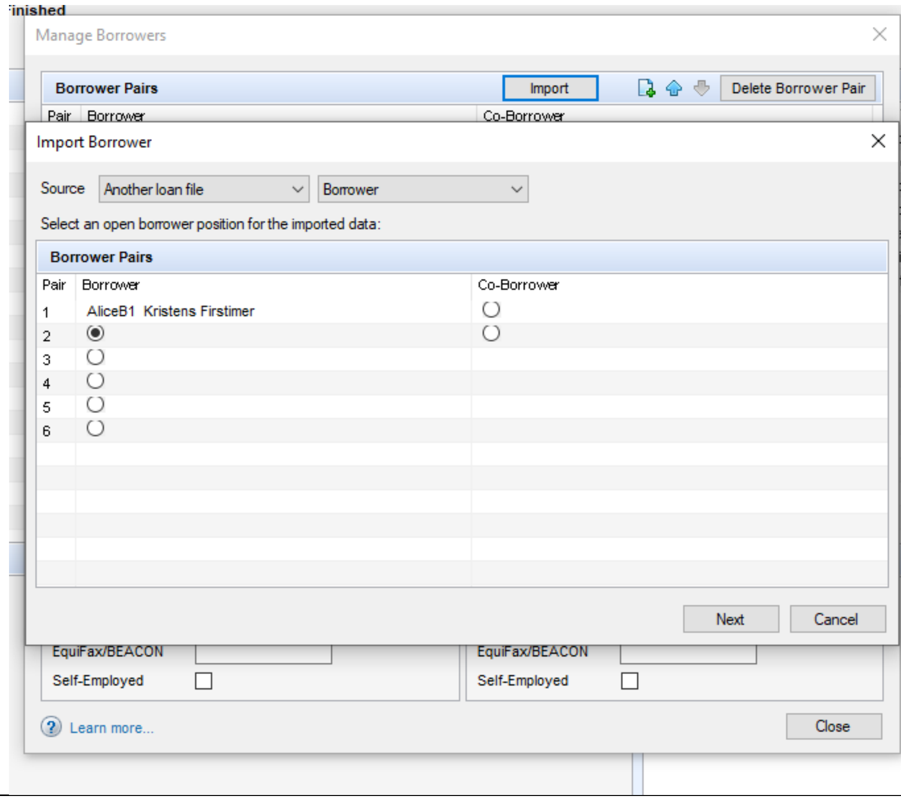
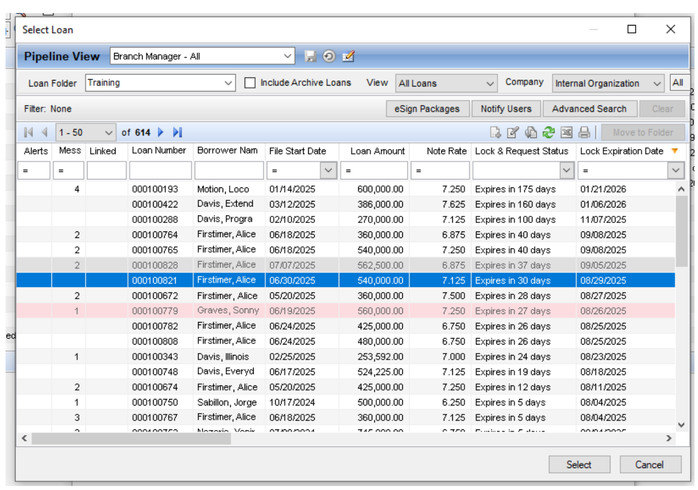
1	Select the **Borrower Pair** from the dropdown on the Send **eDisclosure** page	
1	Encompass will select the appropriate document package. Click **Send.**	

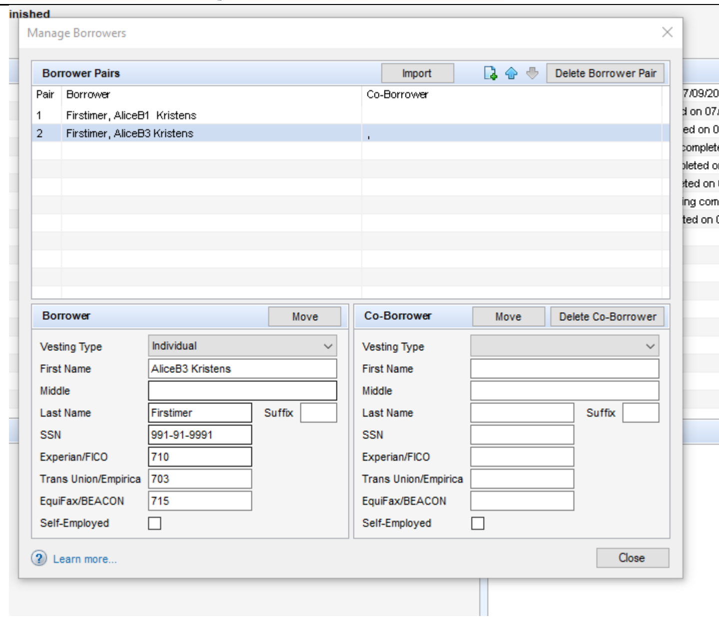
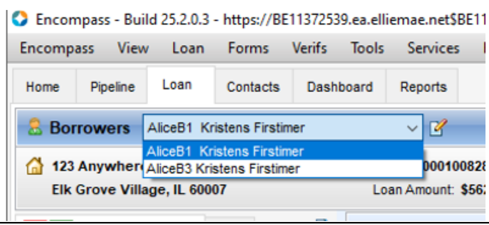
POA/Trust

1	To indicate a loan will be a **Mail away, POA or Trust,** check the box on the **M/I Borrower Summary – Origination** screen. Include this information in your Conversation Log	

Merging Applications

<table>
<tr>
<td>1</td>
<td>To merge multiple applications, start by opening the primary loan that will be B1.
Go to Loan, Manage Borrowers.</td>
<td>
</td>
</tr>
<tr>
<td>1</td>
<td>Select the add button to create the 2nd borrower pair, then select Import.</td>
<td>
</td>
</tr>
</table>

1	The Import Borrower box will open, and from Source, you will choose: Another Loan File and Borrower Select Borrower, Pair 2, and click **Next**	
1	On the pipeline screen, Highlight the loan you want to flip/merge, and press Select.	

	Once you have highlighted your loan and pressed select, Encompass will merge that borrower into your current loan, upon pressing close.	 

Early Loan Payoff & Recast Loan

If the *early* payoff of the mortgage loan is anticipated (less than 6 months after origination), the loan officer must email Secondary Marketing to ensure the loan is properly notated prior to closing.

In addition, M/I Financial will not guarantee loans can be recast, however, the loan officer should email secondary marketing if the borrower indicates they wish to recast so the file can be properly notated. It is imperative that **no** guarantees are made to the borrower.

Communication

Always make yourself available to work with the loan specialist handling your loan files in the event they need assistance obtaining information from the borrower(s) or working the loan.

Make sure all your communication with the borrower is documented in the loan file for everyone who may be working on the loan.

Keep your NHC informed. Give them periodic updates on the loan progress. Remember, the borrower(s) are your customer currently, the NHC is always your customer!

Touch Points

Use Conversation Log to set a reminder to contact every buyer once every 30 days to check with them to see how the build process on their home is going, if they have any questions that you can answer for them.

- Remind them to get in touch with you to lock in their interest rate and if any changes occur in their financial situation.
- Explain the importance of keeping their financial situation the same, i.e., no new credit, no new late payments.
- Remind them to contact you if they must make changes to their financial situation.
- Remind to shop insurance options early and have the final decision made and ready to purchase 30 days prior to closing to make closing a smooth process.

Loan Officer Assistant (LOA)

Duties and Responsibilities

A loan office assistant's principal duty is to work closely with the Loan Officer team to facilitate the timely origination and closing of the M/I Home while maintaining the high degree of customer service our borrowers expect and deserve.

The loan officer assistant is expected to be licensed within 90 days of hire and must have well rounded origination knowledge to help support the loan officer team. The loan officer assistants will be required to assist with prequalification's and applications as branch volume and staffing requires. The goal is to view your job as a loan officer in waiting, so you can step into the loan officer role at any moment. The LOA responsibilities will be inclusive of, *but not limited to*, the following:

- Review loan applications for completeness and accuracy
- Review of loan documentation: review, request and organize the eFolder to ensure a complete initial submission
- Initial submission to Underwriting
- Assist with Change of Circumstances
- Review loans to ensure we have received all disclosure signature(s) from borrowers
- Flip/Merge and assist in restructuring of loans, as required
- Prequalification's (as needed, at the discretion of your manager)
- Loan Applications (as needed, at the discretion of your manager)
- Lock loans (as needed, at the discretion of your manager)
- Assist the loan officers in achieving corporate goals for capture and customer service.

Underwriting Pre-Submission Checklists

Always make sure that your documents are in file and correctly labeled in the EFolder prior to submission.

AUS Submission Checklist:

Please make sure the following items are in file and correctly labeled in eFolder prior to submission:

General

- Completed and Executed URLA (per program)
  - Two-year residence history?
  - Two-year employment history?
- Credit Report (All borrowers and NPS as applicable)
  - Any frozen credit?
  - (FHA) Are there disputed, derogatory, non-medical tradelines (including charge-offs) with a cumulative owing balance of $1,000 or more?
  - Student loans calculated per program guidelines?
- AUS run showing Approve/Eligible (DU) or 'Accept/Eligible' (LPA)
  - NOTE: on Government loans (FHA/VA) LPA will show 'Accept/NA'.
- Optional, but Recommended: Day One Certainty Docs
  - The Work Number
  - AccountChek
  - True Work

AUS Plus Submission Checklist:

General

- Completed and Executed URLA (per program)
  - Two-year residence history?
  - Two-year employment history?
- Credit Report (All borrowers and NPS as applicable)
  - Any frozen credit?
  - (FHA) Are there disputed, derogatory, non-medical tradelines (including charge-offs) with a cumulative owing balance of $1,000 or more?
  - Student loans calculated per program guidelines?
- AUS run showing Approve/Eligible (DU) or 'Accept/Eligible' (LPA)
  - NOTE: on Government loans (FHA/VA) LPA will show 'Accept/NA'.

AUS Plus Submission Checklist (Con't):

Legal/Program Documents

- COE for purchase transaction (VA)
  - Is borrower funding fee exempt?
  - Does entitlement need restored?

- Power of Attorney (POA) form and Letter of Explanation (LOX) from Grantor regarding reason POA is needed.
  - Freddie Mac will not allow a borrower to use a POA solely for convenience.

- Trust Documents:
  - Full Trust or Certificate of Trust; and
  - Attorney Opinion Letter

- Residency Docs
  - Current valid photo Visa and/or Employment Authorization Document (EAD card), and I-94 (printout or stamp) valid for at least 12 months after closing date.

    - If photo visa is unavailable, provide most recent I-797A , I-94 and a valid photo passport.
    - If residency documents will expire in less than 12 months, provide evidence that it is reasonable to believe the status will be extended (Examples: I797C, Employer provided and filed copy of formI-129, Letter from Employer stating intent to sponsor renewal if loan will close outside of renewal filing window, etc.)

Credit

- Letters of Explanation (LOX)
  - Clearly addressing the credit issue at hand (exception on lates, prior BK/FC, erroneous credit information on Credit Report, etc.)

- Bankruptcy and Foreclosure
  - Bankruptcy Documents (Discharge, BK filing, modifications to BK)
  - Foreclosure Documents (Sherriff's Deed, other transfer documents)
  - Is there a LOX?

- Omission of Debt
  - Explanation in notes or in LOX/Memo to file regarding reason for omission of debt.
  - Supporting documents for omission (12-month bank statement from business of co-signer, business tax returns, source of payoff funds, etc.)
  - (FHA) Is the person paying the debt also on the note for the omitted debt?

AUS Plus Submission Checklist (Con't):

Credit

- Letters of Explanation (LOX)
  - Clearly addressing the credit issue at hand (exception on lates, prior BK/FC, erroneous credit information on Credit Report, etc.)

- Bankruptcy and Foreclosure
  - Bankruptcy Documents (Discharge, BK filing, modifications to BK)
  - Foreclosure Documents (Sherriff's Deed, other transfer documents)
  - Is there a LOX?

- Omission of Debt
  - Explanation in notes or in LOX/Memo to file regarding reason for omission of debt.
  - Supporting documents for omission (12-month bank statement from business of co-signer, business tax returns, source of payoff funds, etc.)
  - (FHA) Is the person paying the debt also on the note for the omitted debt?

Income

- All income documents as specified by AUS.
  - Did you refer to the Underwriting Manual or Selling Guide if required documents were unclear?

- Commission, Overtime, Bonus, RSU or other non-standard income: Provide a Written Verification of Employment (WVOE) breaking out income types.
  - If unavailable, provide year end paystubs for prior two years breaking out the specified income type.
  - RSU income will require vesting schedule, evidence of receipt/deposit, information on vesting type (time based vs. performance based).

- Self-Employment, rental, interest, dividend, trust, capital Gains or other Tax Return derived income.
  - Provide full Tax Returns with all required Schedules as determined by AUS.

- Income Analyzer.
  - Complete the Business Associations and Data Mapper Section of Income Analyzer prior to submission.

- Rental:
  - Existing – Tax returns per loan program.
    - Conventional – 1 year
    - FHA/VA – 2 years
  - New – Departure Residence
    - Executed lease
  - New – Acquired since most recent tax filing
    - Executed lease
    - Deed showing date of acquisition

Assets

- Explanation for Assets issue at hand (Comments or Memo to file)

- LOX from borrower if applicable

- Statements should allow owner, institution and account type/number to be easily identifiable.

Manual UW Submission Checklist:

General

- Completed and Executed URLA (per program)
  - Two-year residence history?
  - Two-year employment history?

- Credit Report (All borrowers and NPS as applicable)
  - Any frozen credit?
  - (FHA) Are there disputed, derogatory, non-medical tradelines (including charge-offs) with a cumulative owing balance of $1,000 or more?
  - Student loans calculated per program guidelines?

- AUS run showing Approve/Eligible (DU) or 'Accept/Eligible' (LPA)
  - NOTE: on Government loans (FHA/VA) LPA will show 'Accept/NA'.

Manual UW Submission Checklist (Con't):

Legal/Program Documents

- COE for purchase transaction (VA)
  - Is borrower funding fee exempt?
  - Does entitlement need restored?

- Power of Attorney (POA) form and Letter of Explanation (LOX) from Grantor regarding reason POA is needed.
  - Freddie Mac will not allow a borrower to use a POA solely for convenience.

- Trust Documents:
  - Full Trust or Certificate of Trust; and
  - Attorney Opinion Letter

- Residency Docs
  - Current valid photo Visa and/or Employment Authorization Document (EAD card), and I-94 (printout or stamp) valid for at least 12 months after closing date.

- If photo visa is unavailable, provide most recent I-797A , I-94 and a valid photo passport.
- If residency documents will expire in less than 12 months, provide evidence that it is reasonable to believe the status will be extended (Examples: I797C, Employer provided and filed copy of formI-129, Letter from Employer stating intent to sponsor renewal if loan will close outside of renewal filing window, etc.)

Credit

- Letters of Explanation (LOX)
  - Clearly addressing the credit issue at hand (exception on lates, prior BK/FC, erroneous credit information on Credit Report, etc.)

- Bankruptcy and Foreclosure
  - Bankruptcy Documents (Discharge, BK filing, modifications to BK)
  - Foreclosure Documents (Sherriff's Deed, other transfer documents)
  - Is there a LOX?

- Omission of Debt
  - Explanation in notes or in LOX/Memo to file regarding reason for omission of debt.
  - Supporting documents for omission (12-month bank statement from business of co-signer, business tax returns, source of payoff funds, etc.)
  - (FHA) Is the person paying the debt also on the note for the omitted debt?

Manual UW Submission Checklist (Con't):

Income

- All income documents as specified by AUS.
  - Did you refer to the Underwriting Manual or Selling Guide if required documents were unclear?

- Commission, Overtime, Bonus, RSU or other non-standard income: Provide a Written Verification of Employment (WVOE) breaking out income types.
  - If unavailable, provide year end paystubs for prior two years breaking out the specified income type.
  - RSU income will require vesting schedule, evidence of receipt/deposit, information on vesting type (time based vs. performance based).

- Self-Employment, rental, interest, dividend, trust, capital Gains or other Tax Return derived income.
  - Provide full Tax Returns with all required Schedules as determined by AUS.

- Income Analyzer.
  - Complete the Business Associations and Data Mapper Section of Income Analyzer prior to submission.

- Rental:
  - Existing – Tax returns per loan program.
    - Conventional – 1 year
    - FHA/VA – 2 years
  - New – Departure Residence
    - Executed lease
  - New – Acquired since most recent tax filing
    - Executed lease
    - Deed showing date of acquisition

Assets

- Explanation for Assets issue at hand (Comments or Memo to file)

- LOX from borrower if applicable

- Statements should allow owner, institution and account type/number to be easily identifiable.

10-Day Finance Contingency Checklist:

General

- Completed and Executed URLA (per program)
  - Two-year residence history?
  - Two-year employment history?

- Credit Report (All borrowers and NPS as applicable)
  - Any frozen credit?
  - (FHA) Are there disputed, derogatory, non-medical tradelines (including charge-offs) with a cumulative owing balance of $1,000 or more?
  - Student loans calculated per program guidelines?

- AUS run showing Approve/Eligible (DU) or 'Accept/Eligible' (LPA)
  - NOTE: on Government loans (FHA/VA) LPA will show 'Accept/NA'.

Legal/Program Documents

- COE for purchase transaction (VA)
  - Is borrower funding fee exempt?
  - Does entitlement need restored?

- Power of Attorney (POA) form and Letter of Explanation (LOX) from Grantor regarding reason POA is needed.
  - Freddie Mac will not allow a borrower to use a POA solely for convenience.

- Trust Documents:
  - Full Trust or Certificate of Trust; and
  - Attorney Opinion Letter

- Residency Docs
  - Current valid photo Visa and/or Employment Authorization Document (EAD card), and I-94 (printout or stamp) valid for at least 12 months after closing date.

  - If photo visa is unavailable, provide most recent I-797A , I-94 and a valid photo passport.
  - If residency documents will expire in less than 12 months, provide evidence that it is reasonable to believe the status will be extended (Examples: I797C, Employer provided and filed copy of formI-129, Letter from Employer stating intent to sponsor renewal if loan will close outside of renewal filing window, etc.)

10-Day Finance Contingency Checklist (Con't):

Income

- All income documents as specified by AUS.
  - Did you refer to the Underwriting Manual or Selling Guide if required documents were unclear?

- Commission, Overtime, Bonus, RSU or other non-standard income: Provide a Written Verification of Employment (WVOE) breaking out income types.
  - If unavailable, provide year end paystubs for prior two years breaking out the specified income type.
  - RSU income will require vesting schedule, evidence of receipt/deposit, information on vesting type (time based vs. performance based).

- Self-Employment, rental, interest, dividend, trust, capital Gains or other Tax Return derived income.
  - Provide full Tax Returns with all required Schedules as determined by AUS.

- Income Analyzer.
  - Complete the Business Associations and Data Mapper Section of Income Analyzer prior to submission.

- Rental:
  - Existing – Tax returns per loan program.
    - Conventional – 1 year
    - FHA/VA – 2 years
  - New – Departure Residence
    - Executed lease
  - New – Acquired since most recent tax filing
    - Executed lease
    - Deed showing date of acquisition