

## FREQUENTLY ASKED QUESTIONS

### **Q) What is the minimum net worth requirement for becoming a NewRez Lender?**

A) The minimum net worth requirement for NewRez is \$500,000 for Non-Delegated and \$1,500,000 for Delegated Approval.

### **Q) What is the application process for becoming a NewRez Lender?**

A) The application process is managed through the Comergence web portal. Comergence is a repository of documents which eliminates some of the document duplicity for members as well as providing the ability to upload document images in lieu of providing paper copies.

### **Q) Is there a cost associated with Comergence?**

A) There is a minimum fee of \$99 per Lender for the initial application and \$39 for annual recertification. These fees are currently being borne by NewRez.

### **Q) Do Lenders need to have an AllRegs subscription?**

A) No, NewRez strongly encourages all Lenders to have an AllRegs subscription to keep abreast of industry guideline changes.

### **Q) What is the HUD "Supplemental" Information?**

A) This includes:

- HUD net worth calculation schedule
- Internal Control Certificate
- Certification of Policies and Procedures

### **B) What is the prescribed process when there is a change in ownership, sale of a material amount of assets and/or dissolution of an approved Lender?**

A) Written notice to NewRez with a detailed explanation and pro-forma financial statements are required in all three above-mentioned events. Additionally, for a change in ownership, identification and resumes of new owners are required. For sale of material amount of assets and/or dissolution, Lenders must provide copy of filing with Secretary of State, different DBA (if applicable) and an executed copy of NewRez's assigned copy or Purchase and Sales Agreement. In the case of dissolution, NewRez must be assured that Lender will fulfill all obligations and that all final documents will be delivered. NewRez may hold any outstanding SRPs, premium pricing, etc. and take all other actions to assure compliance with Agreement.

### **Q) What time of day are your rates posted?**

A) Rates for all Products will be published between 9:00 am CT and 9:30 am CT for each NewRez business day.

### **Q) What is NewRez's Extension Policy?**

A) An approved Lender may extend a lock up to 3 times at a cost of 2 bps per day. If 4 or more extensions are requested, the cost is 4 bps per day.

**Q) Does NewRez offer Overnight Rate Protection for locking Loans?**

A) NewRez will allow Best Effort locks from the morning price release through 6:59 AM ET on the next business day.

**Q) How does NewRez handle Escrow Waivers?**

A) Escrow Waivers are allowed on Conventional Conforming Products if the LTV is equal to or less than 80 percent. Waivers are acceptable for hazard insurance only, property taxes only, or both hazard insurance and property taxes. There will be a loan level SRP deduction if monthly escrows are not established for property taxes regardless of the reason. Refer to our published rate sheet for the percentage that will be deducted from your SRP. Note: Partial Escrow Waivers are not allowed on the Jumbo products.

**Q) When must the Lender deliver a closed loan package?**

A) NewRez's lock periods provide an expiration date. It is the Lender's responsibility to close and deliver (upload) a loan in fundable condition on or before midnight on the lock expiration date. Loans must be delivered within 60 days of the Note date.

**Q) Is it necessary for loan amounts to be whole dollar amounts?**

A) Yes.

- Example: Loan Amount of \$145,625.00 is acceptable
- Example: Loan Amount of \$145,625.75 is not acceptable

***Note: that this FAQ is addressing the loan amount only for the Note purposes. TRID requires that the loan amount on the Closing Disclosures be rounded to the nearest whole dollar.***

**Q) Does NewRez accept loans closed with odd terms?**

A) All Loans sold to NewRez must be closed with terms of 5-year increments (10, 15, 20, 25, 30 years). Refer to [Products](#) for details on the terms allowed for each specific product.

**Q) What is your underwriting and/or loan purchase turn times?**

A) Turn times are published daily for both underwriting and loan purchase on NewRez's Correspondent website.

**Q) Are guideline overlays published?**

A) Please refer to the [Overlay Matrices posted](#) on [www.NewRezCorrespondent.com](http://www.NewRezCorrespondent.com).

**Q) Can a guideline exception be requested?**

A) Yes.

- Lenders may request a guideline exception by completing the NewRez Exception Request Form and submitting the completed form to [uwhelpdesk@NewRez.com](mailto:uwhelpdesk@NewRez.com).
- For Smart Scenario Desk please submit the completed form to [Smartscenariodesk@NewRez.com](mailto:Smartscenariodesk@NewRez.com).

**Q) How should a file be submitted for underwriting or loan purchase?**

A) The preferred delivery is via LION Portal delivery; however, the overnight delivery of a paper file is acceptable.

**Image Delivery:**

Files will be delivered through the LION Delivery system. Please refer to File Delivery for more information.

**Paper File Mailing Address:**

NewRez, LLC  
1000 Oliver Road  
Monroe, LA 71201  
Attn: Underwriting or Closed Loan

***Note: Files must be received by 3:30 pm CT to be considered received for that day. Any file delivered after 3:30 pm CT will be considered as received the next business day.***

**Q) How is a “rush” requested for underwriting or loan review for purchase?**

A) Lenders may request a “rush” review of a specific loan file at time of submission to underwriting or loan purchase. The fee for this request is \$125.00 and will guarantee a 24-hour response time. Please contact your Lender Support Specialist with your request.

**Q) Will you allow a transferred appraisal on a conventional loan?**

A) NewRez will not allow the transfer of an appraisal on a conventional loan. NewRez will allow the transfer of an appraisal on Smart Series.

**Q) Do you have a department that will review conventional condominium projects for approval?**

A) Condominium projects, whether new or existing, that require a full review may be submitted to NewRez to ensure compliance with NewRez and Agency guidelines. The required documents must be gathered and forwarded for review and approval to [projectreview@NewRez.com](mailto:projectreview@NewRez.com). The project review team will review the documents and provide a response within 48-72 hours of receipt. Lenders must submit a completed Condominium Approval Request along with all the required documents referenced on the Exhibit.

**Q) What are your policies regarding High Cost or Higher-Priced Mortgage Loans?**

A) Refer to Section 6 of the Guide for Compliance Topics for complete guidelines.

**Q) Do you have a list of fees that NewRez will count as prepaid finance charges in the APR?**A) Please refer to the [NewRez APR Finance Charge Matrix](#) for a list of prepaid finance charges.

**Q) Where should the original Note be delivered?**

A) The original Note should be sent overnight delivery to:

**NewRez, LLC  
1000 Oliver Road  
Monroe, LA 71201 Attn: Note  
Department**

**Q) How should the original Note be endorsed?**

A) We prefer the use of Allonges to the note but if a note is to be physically endorsed it should be as follows:

**WITHOUT RECOURSE PAY TO THE  
ORDER OF: NewRez, LLC (Seller Name)  
(Officer Name and Title)**

**Q) What address is to be used for the Loan Sale Notification?**

A) Send to:

**NewRez, LLC DBA Shellpoint Mortgage Servicing PO Box 10826  
Greenville, SC 29603-0826  
Customer Service 1-866-317-2347**

**Q) What is the address for payments due NewRez?**

**A) Send to:**

NewRez  
PO Box 740039 Cincinnati,  
OH 45274-0039 Loan #:

**Overnight Payments:**

NewRez  
Att: Payment Processing  
55 Beattie Place  
Suite 500, MS-501  
Greenville, SC 29601

**Q) What is NewRez's mortgagee clause for Hazard, Flood, Windstorm and Earthquake insurance?**

A) Send to:

**Shellpoint Mortgage Servicing ISAOA/  
ATIMA P.O. Box 7050  
Troy, MI 48007-7050**

**Q) What is NewRez's mortgagee clause for PMI?**

A) The clause is as follows:

**Shellpoint Mortgage Servicing  
55 Beattie Pl #110  
Greenville, SC 29601**

**Q) What address should tax bills be sent to?**

A) Send to:

**NewRez  
Financial PO Box  
10826**

**Greenville, SC 29603-0826**

**Q) What is NewRez's MERS Org ID number?**

A) MERS ORG ID # 1007544 (for both Investor and Servicer).

**Q) Once an FHA loan has been purchased by NewRez, what other notifications should a Lender make?**

A) Once a Lender has received the purchase advice, if the loan is an FHA insured loan, the Lender should complete the Mortgagee Record Change on FHA Connection.

**Q) What is NewRez's FHA ID number?**

A) NewRez's FHA ID number is 2557400002.

**Q) What is NewRez's VA ID number?**

A) NewRez's VA Lender Identification number is 600171-00-00.

**Q) What is NewRez's Lender ID number to be used on Rural Housing Documents?**

A) NewRez's Lender ID number is 37-1542226.

**Q) What escrow cushion is required by NewRez?**

A) Two-month cushion is required for all loans except properties located in the following states. These states only require one-month cushion:

- Montana
- Utah
- Vermont

Unless in violation of applicable state law, the maximum cushion that the Lender may maintain in the escrow/impound account is two months, except the cushion for PMI which is zero months if the mortgage insurance is a ZOMP policy.

**Q) What is the maximum number of days allowed for interest credit?**

A) Interest credit is allowed when the disbursement date on the HUD-1/Closing Disclosure is equal to or less than the 5th business day of the month.

**Q) How is interest calculated?**

A) 365 days.

**Q) Are electronic signatures allowed on documents?**

A) Electronic signatures are allowed on all early disclosures.

**Q) How long do I have to deliver Post Funding documents?**

A) All Post Funding documents should be sent to NewRez no later than 90 days after the Note date.

**Q) Where do I send my Post Funding documents?**

A) Post Funding documents including a document transmittal should be sent to:

**NewRez, LLC Attn:  
Trailing Docs 4000 W  
Brown Deer  
Milwaukee WI 53209**

**Q) What may happen if I don't timely deliver all of my Post Funding Documents?**

A) If a Post Funding document has not been received by NewRez within 150 days of the Note date, NewRez may seek to acquire the document through a third-party vendor at the Lender's expense. If the document cannot be obtained from a third-party vendor, NewRez may make demand on the Lender to deliver the document(s) immediately. If the document cannot be provided immediately, NewRez may withhold SRP or excess premium on subsequently purchased loans or in the extreme may require the Lender to repurchase the loan.

**Q) Who reports HMDA if a loan is underwritten by NewRez?**

A) NewRez will report all loan dispositions on loans underwritten by NewRez prior to loan closing. These loans will be reported as "originated" loans. All loans underwritten by the Lender under their Delegated authority will be reported as "purchased" loans by NewRez.

**Q) What is the "type of purchaser" code for NewRez when reporting HMDA?**

A) NewRez is coded as a "7".

**Q) Does NewRez allow a recast of an existing loan if a principal reduction is made?**

A) NewRez's recast policy is as follows:

- Only available on conventional loans
- Not allowed on government loans
- A minimum 10% reduction must be applied to balance
- A fee of \$300 for modification will be charged on any conventional loan that is recast

**EXCLUSIONARY APPRAISER LIST - Please log in the [LION Portal](#) to view list.**