



# Department Deadlines

Day = Business Day

## SHIPPING/ POST CLOSING

- ▶ Once the closed loan package is received/returned, verify for accuracy and submit loan packages to the investor same day as received/returned from title or when allocated.

## SUSPENSE

- ▶ All items are pulled and addressed same day.
- ▶ Staff (processors, underwriters, loan officers) must work on suspense items assigned within 24 hours of receipt.

## MARKETING

- ▶ Requests acknowledged and deadlines confirmed same day.
- ▶ Open House flyers returned within 24 hours.
- ▶ In stock promo items shipped out within 24 hours.
- ▶ New approved flyer designed within 5 days.

## PRODUCTION

- ▶ Order Alls - Order All Requests Received <2pm completed same day; >2pm completed by noon of next day.
- ▶ Initial Submission - File must be submitted no later than 3 business days from Order All as long as income can be calculated.
- ▶ Conditions - Approvals received from underwriting by 2 pm will be marked up the same day, after 2 pm they will be marked up the next day. All condition files will be worked fully and completely every two days, this includes any conditions sent in by the loan officer.
- ▶ CD Prep - Should be completed by 2pm the day before the CD Target Send Date.
- ▶ Doc Order - Must be completed 24 hours before closing, at the latest.\*

**\*NCHFA and PHFA must be turned in 48 hours before closing for funding purposes.**

## DOC PREP

- ▶ Closing packages are sent in order of closing date. All closing packages for the next business day's closing will be sent by the end of the day.
- ▶ All packages for bond closings in the next 2 days will be sent by the end of the day.

## ACCOUNTING

- ▶ Check Requests Received <2pm processed same day; >2pm next day
- ▶ Same day wire cut-off is 3:30pm

## CDA

- ▶ Answers all calls as they come in.
- ▶ Answers emails within 2 hours.

## DISCLOSURE

- ▶ All Requests (RESPA's, LE's, etc.) submitted to Disclosure queues <3pm completed same day; >3pm completed next day.

## SECONDARY

- ▶ Confirms new locks and correctly queued relock requests within the hour.  
Request Deadline: 4:30pm daily.

## APPRAISALS

- ▶ Requests received before 3pm completed same day; after 3pm next day.
- ▶ Automated follow-ups will take place the business day after an order is accepted if no appointment date has been set.
- ▶ Manual follow-ups will begin on the 2<sup>nd</sup> business day after an order is accepted if no appointment date has been set.
- ▶ Manual follow-ups will begin on the 2<sup>nd</sup> business day post-inspection if no delivery date has been set.
- ▶ Initial and updated appraisals received by 5pm are reviewed by the next business day.

## CD PREP

- ▶ CD Prep Requests submitted by 2:00 pm will be sent to the title company/attorney by the end of the following business day. All CDs will go to the borrower via mailbox rule unless a non-Mailbox CD is needed/requested.

## UNDERWRITING

- ▶ Anything submitted by 6PM will be underwritten by the next day. Prequals submitted by 6pm will be underwritten in the next 2 days.

## CONSTRUCTION

- ▶ If construction draw requests are sent to accounting before 1pm, the draw will occur that day.