

Speaker 1: This is Malia and this is Sam.

Malia: Hi. I guess I can introduce myself. I'm Malia.

Speaker 1: And this is everyone. They're from Kansas City.

Malia: I guess we are. Go Chiefs. Sorry. I am a Software Developer for Liquid Logics and I'm also a part of the Customer Support Team so, when you email support@liquidlogics, I will get it, along with a few other people but, hi.

Malia: Alert this message?

Speaker 3: So... [crosstalk 00:00:31]

Malia: Oh. It went on.

Speaker 3: [inaudible 00:00:33]

Malia: Okay. Ah. So internally when you will start doing a loan, then the best way to do it is when you're internal, when you log in, you're gonna come in to this page - this pipeline page. Has everybody had a chance to kind of log in? Comfortable? Feel it? Has everybody had their account set up?

Sam: Okay. One, maybe this is actually a good point. We went in through some of the general navigations in the prior session. Maybe I should just do a refresher for them up front.

Malia: Okay. Yeah, we can do that.

Sam: And then hand it to you. Is that okay?

Malia: That's okay.

Sam: Go for it.

Malia: I got it. I got this.

Sam: I like it.

Malia: So when you come in, if you come up to the door and you click, "My Account", if you come in this will get you to all of your user settings. By the way, just as note, every time you go outta the system, log out of the system. It's important for the system and for clearing cache and things like that for it to always log out of the system. Don't just "X" out.

Malia: But when you come into 'My Account' this is where you're going to set up your password. Every 90 days your password will expire and it will require you to reset it. So this is where you'll do that. The next section is your 'User Info'. The biggest thing in here

that you guys are gonna use is over here, you're gonna see the default pipeline view, because when you first come in you notice you saw it was empty? It loads really fast if you leave it empty, but if you wanna see the last 10 days, you can choose that, last 30 days, you can choose that. Just know your load time might be a little bit slower if you do that.

Malia: The 'View My Pipeline Graphs', we'll show you that when we get over there but if you do not want to see those, you would uncheck that box here, if you don't wanna see those. But I'm assuming, with you guys being Loan I'm sorry, one second ... I'm assuming with you being the Loan Analysts and the Loan Officers that you guys are gonna kinda wanna see the graphs and see how you're progressing throughout.

Malia: The next section are your Note Templates. These are, per user that you can set up your own Note Templates as far as, how you want to do them. We are working on revamping that a little bit. And Michael is gonna kinda set up some standard ones for you guys, so that way you'll have access to them. But you can set up your own personal ... if you send notes out, that same note out to all your clients, or something like that, that's a more personalized, you can save that in here. Save that template for use within the loan.

Malia: There's a little section right here called 'Values' that you're able to, like if you wanna do borrower full name, it'll pull her first name, it'll pull that information dynamically from the system that, so as you're setting it up you can use these values. There's lots of them to choose from.

Sam: So, I think one good example comes in because this is related to, and I hear that a lot from the sales team, sometimes you wanna send them a "Welcome" email. But you wanna document it from the system so you can type in here, "Hi first name", what your 'Welcome Template' look like originally and at the bottom you put your name, your information and save it. Next time you want to send it out you click on that template. I will show you how to do that in a little bit and just click send. It will send it out to the borrower. And that, without having you type it every time or go in somewhere to go find it from your draft section, copy and paste it and do all this. It just be an easy drop-down and send, in that case. Okay.

Malia: The next section is your 'About Me' section. This is very important because your landing page that you have, if you have an, the loan officer landers' page, this 'About Me' section is kind of a short little bio that is gonna show up on that so it's something you really wanna put thought in to, of how you wanna write it or, I don't know if you any guidelines that you wanna give them in advance, when they do write it. I'm seeing some hands

Speaker 1: Yeah, we have some blanket 'About Me's' that Michael has created to put in here. I do prefer you guys to create your self. Just to introduce yourself to your clients, that way you can tell 'em your experience, all of that, but if you're new to the industry and you're new to being a loan officer, loan analysts, we do have ones that we can give you to write in there until you know what you wanna put in there. But make sure you put your picture in there. It makes you a real person to them. So there's a part in there where

you can upload your picture, I think that's really important and I would suggest that you use your professional picture. I know that Malia has used a picture with her son and that's really cute too.

Malia: But it's unfastened my testing environment that's not out to everybody, that is just in my testing environment so, I wouldn't put that out there for everybody. I mean, he's cute but

Sam: So, this is, by the way, where that translates to is every loan officer would have their own LL Page, that they can send it, share it and if somebody you're working with directly and you want them to apply and the loan comes in to you, to your in Que and then you're assigned automatically as the loan officer, we give you that link and that link in there, or what you have at the end of it, is your email address and there you put that, and it will take you to your own webpage. And that's your LL page and you'll have some elements in there. This is as good as I could possibly look. I'm not that good looking. Somebody actually did a good job with this. I'm not gonna say who. And, this is something about me. Just made it up as an example.

Sam: But now you'll have something where people come in, this will be your Cogo login and there you will have your information, your phone number to contact you, and there, people have information directly about you and you can have some ... and there's a calculator and few other things available to you as well.

Sam: Yes.

Speaker 3: So will the loan officers, will their borrowers log in to Cogo Capital and then go to the loan officer page?

Sam: No. The idea behind it is everybody is gonna go to Cogo Capital and they will use it in their decision at the business level will be either we assign those as a kind of, to a default person that will sign in or we'll do a wild robin for these random people who go into the website to apply. So we'll do one after the other, everybody gets their fair share, between that. But also, if you're working directly with somebody for some reason and you want them just to come in directly to you, you'll have that page at the end. That's only time I can see it used. There other uses possible but that's kind of the immediate one. Okay. Sorry I digress, but I just wanted to show this to everybody ... say every one of you. That's where your picture and that's where your information go to. Your picture, also will show up on the borrower portal. That what we like to call, cut of the rocket boldish tool, for you.

Sam: So now you have that. Your borrowers go into it. They can log into that. It's mobile responsive; easy to use and when the borrower logs in to a specific loan with you, they gonna a sections called, 'My Team', that's the borrower's team and that's you, the LO assistant, and the processor. And if there are different people assigned to it, they'll see their picture and email address to communicate with you back and forth. So they have that personal touch with everything.

Sam: Alright.

Sam: Go back here.

Malia: So you're back now?

Sam: You know that.

Sam: Sorry.

Malia: The picture where you can upload it is right here. It's in the same 'About Me' section where you can do your bio and then you do the picture right here. You just upload it there. The next section right here is your 'Email Signature'. This is the email signature that is going to come from when you send notes out from the system. So this is pretty basic. This is not where you'll have your picture. This is kind of like, just the legal disclaimer and things like that, maybe a couple links that you're gonna want your contact information.

Speaker 1: We also have the generic one of those as well that we've set up that we're sending out for you guys to pre-populate and put it there.

Malia: Perfect. Michael [inaudible 00:09:52].

Sam: Go first.

Speaker 4: When you're able to send these messages through here to them, is there a way to add attachments besides an image, like, 'cause I see that there's an image, but like if we were needing to attach a pdf or ... ?

Sam: Yes.

Malia: Oh yes. We'll get there.

Sam: You'll get there. You're ahead of us but yes.

Speaker 4: Okay.

Malia: This is setting up your basic templates - is what this part is. But we'll show you that part in the next section.

Speaker 4: Okay.

Malia: I don't believe that you will probably do anything with these state licenses or the task 'cause we already have that stuff set up. So, when you first log in, you're gonna probably come over to - you're gonna see the 'My Pipeline View', which right now, it actually is getting ready to be updated. It's gonna look a little different. You want to go to 'QC' ... and this is the newer view of it. It will be released on Friday. This is our testing

environment so it doesn't look exactly the same. But you can see right here there's search options right here. If you open that up, there are infinite options basically for you guys to search from.

Malia: You can choose any kind of stage - if you wanna see just your pre-approvals within the last ten days, you can do that. If you wanna see what's been moved over from a lead to a pre-approval, you'll be able to pull these. And then if you scroll up to the top, over here where it has the main view, this is why I said sometimes if you wanna load that pipeline empty you can utilize this actually as a better option. So if you name this view, 'Last 10 Days Leads' or something like that. You can name that view right there and then save it, and save that view so that way it'll then show up in the saved searches. So when you first come in here you can just drop-down your saved searches and automatically pull up that. And you can set up as many of those as you need.

Malia: You can also search without save if you just wanted to come in there and search for something specific but maybe you don't know the borrower's name or the loan number or anything like that. When you're done, it will save your last search so you might want to hit 'clear search' 'cause it will save the last one you did. This testing one in there, so if you click on the 'my saved searches' you're gonna see that there's been a few in here that we've done just from testing out purposes.

Malia: This quick search that's - if you know the loan number or you know the borrower's name you can start typing that in and you can, you can pick whoever it is and then go in to that loan, but just by choosing one of those options. The other easy way to get into a loan is by the 'my recent loan' drop-down. This will pull the last ten loans that you've been in. So wherever the stage, whatever the milestone that their in, this will pull the last ten ones that you were at. The other nice feature of 'my pipeline' is this 'my tasks'. If you have any tasks that are out there that need to be done, you click on that and it will populate in here for you to get those complete. And, obviously I don't have any.

Sam: We will add a task here in a second.

Sam: That's okay.

Malia: We'll show you that part. So that's your basic 'My Pipeline View' and kind of a way to move around and navigate through 'My Pipeline' in my account. Any questions on that part?

Speaker 6: Please show the report button at the top.

Malia: Oh. The graphs. Okay, I will show ... we can show this real quick, I'm sorry. For as far as the 'My Pipeline', each user has their own view of the 'My Pipeline' as far as the columns that show up. So if there is say, the borrower's email is important to you and wanna see that, you can drag that over here and put it into whatever order that you want it into. So you can kind of move those around and save that view. Click save right here whenever you're done to make sure it sticks. But each user has their own unique view of the pipeline, so you can save what's important to you.

Speaker 6: It looks different on our screens - the button that you're clicking on.

Malia: Yes this is the

Sam: So ...

Speaker 6: On our screens it looks like this.

Malia: Yes.

Sam: There it is.

Speaker 6: This is three, yeah. There we go.

Speaker 7: So the one that you're doing is the updated one?

Speaker 6: Yeah.

Malia: That will come out on Friday. That's the reason I'm showing you the new one. Because as of Monday you're not gonna see this view of it, you're gonna see the new one.

Sam: One thing I would like to mention on this, I added here while you were ... everybody gets to add their columns that are relevant to them, so if it's important to you for that phone number of the borrower and the email, you can create that column and show it to you at your fingertip. But I added this 'Pipeline Notes' here on purpose on this, as an add-on in here, in our world. And I'm going to go ahead, I'm just gonna clear the search, and go in and say ... just gonna save without search.

Sam: The 'Pipeline Notes' is a nice tool I like personally and this is gonna run hundred dollars because I just did everything thousand dollars of, and they're together.

Malia: But, go in there ...

Sam: It's alright.

Malia: Go in their one.

Sam: It's set up. I'm just gonna move on in a second. The reason why I wanted to talk about the 'Pipeline Notes'; this is a nice tool as a CRM tool for you as a loan officer. In a lot of situations you'll get a get somebody on the phone with you, you don't exactly remember your last conversation as you're trying to remember quickly, and there ... if you use that 'Pipeline Notes' feature when they're, which is a 'My QC' that's ...

Malia: We have a whole lot of loans in QC and I think he was trying to pull every single one of them.

Sam: I would say that I pulled like, I think \$20 or \$30,000.00 actually, not one or two, in there but ...

Malia: What if you go ahead and click on theirs?

Sam: In there. So ... here you go. This is your loans. I'm gonna go ahead and add ...

Malia: It's right here.

Sam: Oh, it is? Okay. See this 'Pipeline Notes'? So if I want to work with this quickly, I can click and then it's gonna give me a quick notes area. I can put, "Hey, I left a message with the baby sitter. I talked them about the offer. Waiting for response back on signature." Whatever you want to in there and some personal note. These are quick ones that if you don't wanna say anything and just have some quick ones, you can. Or you can put a note in here - I'm gonna say, "First contact", or course, here. And I'm gonna say, "Contacted." It's gonna give it to me ... it's gonna give you that time long, who did it, that's us as an admin logged in. And now I have it in front of me to work with the borrower.

Sam: Before you even enter the loan and look at the detailed log you have this, you pull it from the pipeline. You start the conversation and then you click on the loan and enter the loan and start talking to them at the same time. So now I find, "Hey, I contacted you an hour ago", so "Hey, thanks for calling me back. I tried to get a hold of you an hour ago." And now you'll go in and just enter the DDM and you're having your conversation with them and you can look even in your detailed notes in here if there are more notes available for you too.

Malia: So what will happen is the loan analyst will enter the lead and the quick app is what's gonna enter the lead into the system. So then when the loan officers call, then that's where you gonna use that 'Notes' to say if you were able to get a hold of 'em, and does that make sense? Like after the pay the yacht fee then you'll keep all the notes in here versus, right now the infusion soft where be where the loan analysts are keeping the notes on first contact, second contact until they get that quick app, so that they don't even have to put the application fee, but it's that quick app, that's what's going to enter it in here and then the notes will start in Liquid Logics.

Sam: Correct. Thank you for kind of putting this in perspective. Your workflow today starts with infusion soft, right?

Malia: Correct.

Sam: With all the notes, then when you're ready to go in the next step and then create that quick app or somebody came in online and applied and filled in that quick app, you're gonna see it in here and you're gonna start working in here and you can put your notes. Okay.

Speaker 8: How will the notifications come through?

Sam: What's that?

Speaker 8: How will loan analysts know that they've received a new lead to [inaudible 00:19:29]?

Sam: There's multiple ways: Number one, it's gonna show up in their pipeline under their name

Speaker 9: [inaudible 00:19:36]

Sam: Number two, there's an email template and when a deal is created or somebody created, the borrower automatically gets a welcome email and a copy of that goes in, also to the loan officer so they can see it, and it came into so it's in their email as well. And number 3, if we elected to we can even create a capability for you to send the loan officer a text, so to speak. But for starters, they are getting them in the email as a note that something came in and they're gonna see it in their pipeline as a new one with their name on it. So, one of the quick searches that I would suggest that you do, by the way is, click here on 'my search options' and go select your name, whatever it is, and you can say, "Hey show me everything in the last 30 days". And you can say, "My 30 day Pipeline" in here. So if I save this now it's gonna go to add 'em whoever the person, assuming me, being a user. I think, what is it? Where's the 'add me' account?

Sam: Oh this is the list. Okay.

Malia: I say you're a new QC.

Sam: I been QC'ing the test site.

Sam: Yes.

Speaker 10: If we sort by pipeline notes ... I just tried that and it looks like it pulled the one that has the most notes on top. Is there a way to - I'm sorry if I'm opening up a can of worms here - chronologically sort that? So, for instance, if I have somebody I haven't talked to two weeks or something like that, for them to kind of go to the top of the [crosstalk 00:21:38]?

Malia: Like a last contact?

Speaker 10: Right, right. Like right now I have a new [inaudible 00:21:41] form I know, okay I haven't talked to this person in a week, I can sort by my date of last contact and I know I need to touch base with them because they haven't talked to me in a week.

Sam: And so we have something different. You don't do it that way. There's a field called 'Last Change Date' and that's where the last activity on the on the loan so you can add that and sort on it.

Speaker 10: And that's another column?

Sam: That's another column called 'Last Change Date'.

Speaker 10: And then when we change the columns, will the columns stay the way they are regardless of the search parameters?

Sam: Oh yeah. So, you are configuring the pipeline order to your liking. You can put it 1, 2, 3, 4, whatever the situation is and then once you set this up, every search, everything you do on the pipeline is gonna come that order. When you get the pipeline and you want to sort it by last change date, you can click on the last change date, and if you click twice on it, it's ascending/descending. And there's even a, not to get fancy on everybody here, but there is a cascading effect if you want to do the search.

Sam: I have anything in here? Okay.

Sam: So, I can actually do a search and then search on the next one, a search on the next one and then you can do basically a compound ascending or descending effect. And if you click twice on a column, and there, you'll effectively either go, toggle before ascending and descending. So if I want to have a sub search I start with, if I say, "I wanna sort by last change date alphabetically, by first name." I click on the first name first, right? And then I click on the change date second and it's gonna now sort everything by last change date second. It's just a logical way of, when you do actually, sorting, you're doing it backwards so we allow it to click backwards for you.

Sam: So anyways, we kinda digressed on that. Apologize. But, that's a good one if you wanna search that way.

Malia: The last piece with the 'My Pipeline' is this little button up here. You click this and then you open up the graphs. This is the area that I was talking about where you can turn this off if you wanted to with that checkbox in the 'My Account' section. But this kinda gives you really good idea of where you're at. It's a good visual for what you have coming up: Loans by stage or estimated closing. Right now it doesn't have a lot of information in there 'cause there's not a lot of loans yet, but it gives you kind of a good idea of where you're at.

Sam: Another one under 'My Resources', if you click on 'My Resources', KBI dashboard, that data plus other things will be also available to you for your review. So if you hang out and look at the LO dashboard, your [inaudible 00:25:19] through this configuration here to put your target dollars or production goals in terms of how many number of units in there and how many number of closed; what dollar total amount dealt with and how many closed as your goals? And if you do this here will show you your performance where everything is coming from. It's gonna show you where is it coming from as a heat map, it's gonna show you what your estimated closings, it's gonna show you how many deals you'll have closed by dollars, by number of deals in here between them versus how many you'll have in the pipeline in general. All that. Okay?

Speaker 4: What does KPI stand for?

Sam: Key Performance Indicators.

Speaker 4: Oh, right. Of course.

Sam: Fancy, executive name for metrics.

Speaker 4: No, no, no, I was trying to loan relate it, and I couldn't figure it out in my head.

Sam: Nope. That's fair enough.

Speaker 4: Thank you.

Sam: Alright.

Malia: So that's basically the 'My Account', the 'My Pipeline Views' and different ways of setting it all up and different ways that you can review how you're doing in your own metrics.

Malia: Any questions on any of that?

Malia: Alright, moving on. The fun part. If you go to Start, New and click that, this is where you're gonna go to enter in all of your new loans. This is the main spot that I think Jacqueline has decided everybody wants to go to this spot. 'Cause when you come in here, this is where you're gonna fill out the basic information for the loan. This literally is a quick app. The good part is, even if you're on the phone with them and they start jumping around from different topics, you can touch on these tabs up here and they'll take you directly to the different sections in that quick app. But you do need to fill this out in its entirety for it to proceed to the next phase. Do you wanna fill it out or ... ?

Sam: Yeah. So I'm gonna ahead and say one the key items you notice when you're talking to somebody, they might not give you all their information up front enough. So if I'm talking about, "Hey, I have something ... " and you're having, that's your conversation with them and say, "Hey this is Sam. Sam I am", and there my phone number, and there ... Now we're gonna make me type, which is, I'm awful to that.

Malia: Do you wanna trade places?

Sam: Uh, you're fine.

Sam: Wow.

Sam: So, sometimes you don't have any information on this, you can put N/A for now and you can fill it later if you want to. Naturally, you wanna get that information up front because it gives you a profile of what this deal is all about. You're asking them, hey, when are you gonna acquire this? You're gonna be first, that's correct. You want a \$150,000.00 loan.

Malia: So, everyone this is, instead of the 'tell me about your deal' form. So you're putting it right into the system.

Sam: Of course, fat finger [inaudible 00:28:49], and deleted everything, in there.

Sam: And the... go and let's say this is Hawaii. And their estimated current market value, let's say this is 220,000. And, single family in ...

Malia: I want to point out, real quick, the reason why you have the state in there as a drop-down is actually really important, because that is determining your high-yield states versus your regular. So, when you put that in there, it automatically will put that into the high-yield program if it's applicable. So, that's important to not skip that part.

Sam: And that's actually an addition specific to you from the normal to make sure that we distinguish that for you automatically in the system.

Malia: So that's for the lender; the fund.

Sam: Yep. So again, the borrower here. Out there, you can ... what is your cash to put it ... I'm just gonna put, lets say, \$150,000.00. And then, what's your net worth? Let's say, \$500,000.00. That's all the borrowers we get right?

Speaker 3: That would be nice.

Sam: How did you hear about us? God a.k.a., google. And if there's a broker referral, that's optional.

Malia: This email bar we're in, like check box, this is also very important because this is what we'll send the borrower their beginning email to work within the borrower portals so that way they can log in and upload all their needs and everything like that through the borrower portals so, no more emailing documents back and forth. It'll all be done through there.

Malia: Yaaaaay...

Malia: Once you're done and you've completed this, then you just go back up to the top and you hit that save button. Do not hit this return button. Make sure you save it.

Sam: Don't do what I did.

Malia: Yes. He hit the return button.

Malia: Yeah.

Speaker 10: If there's already an account for somebody, will it notify us?

Malia: If they already have an account, it does not notify you. But if they already have an account they already log in for the borrower portal and they can go on to the borrower portal and start this quick app themselves.

Sam: And also, it knows it does not create a second account for them. It just adds it to their account automatically. So it's just a deal 2, deal 3, deal 4, from the same borrower, if the first name, last name and email address exactly match. So you don't put Joe Smith in one and Joseph Smith in the other.

Speaker 10: So all three have to be ... ?

Sam: Yeah, that's how ...

Speaker 10: Was it just email?

Sam: We could limit it to email as well. We choose sometimes to do it just because of kind of the three-way match, a little bit more but that's it.

Speaker 1: We do have an email template that I've populated that sends to either the borrower or the broker alerting them if they already have an account, and to log back into their portal or connect to their previous loan officer automatically.

Malia: Well, that was great. Wow.

Speaker 13: Michael's on it.

Malia: You're on it.

Speaker 13: I've done a lot. I talk to them a lot. I don't think you guys like me but you put on a great face.

Speaker 3: We love you. [crosstalk 00:32:34]

Sam: We're kind of mid-west people, you'd know if we didn't like you. [crosstalk 00:32:41]

Malia: I've heard lot of people say that you keep [inaudible 00:32:46] in facial expressions so ...

Speaker 1: I can't see your facial expressions through emails though.

Malia: But you're seeing me and I'm totally good. I am one of those that I have been told that I am not very good at hiding my facial expressions. You know exactly what I'm thinking.

Sam: We're on camera I'm gonna behave and not gonna show you my expressions.

Malia: I'm kinda stepping to the side of the camera on purpose.

Sam: That's fair.

Malia: So once you've completed that quick app, it takes you directly to this main deal page. This is the first page that you'll come to every time you hit a loan unless you choose from the pipeline to go into another page, which you can do. I think we missed showing you that on the pipeline but we'll go back. But this is your deal page. This, right here, is really just an overview, you'll see it's a cover page deal of reviews, financial and market analysis. This is just an area with fields that you can input information. It's just an overview. Originally it was designed for the market place but ...

Sam: Its kind of evolved.

Malia: Yeah. It's gone bigger than this.

Sam: This image here will show you the [inaudible 00:34:01] street of you automatically once you have an address. If I go to the property over here, and I'm gonna make a change here, let's say, 624 Nelson Dr., and I know this one, I'm gonna jump into the zip code; 64029. The reason I jump in there, if you go to the zip code automatically it will save you some ... so I'm gonna click on this and it's going to ... [inaudible 00:34:36], I didn't click before ... it will fill in the city, the state, the zip code and, this is more importantly, the county. The county is now required for [inaudible 00:34:49] reporting. Even in the private world so it safe to make it automatic. You don't have to go hunt for it. Otherwise, if you're entering everything manually, and drop-down on every county for that, as state will show up and you'll have to ask him and select it. And this will give you, "Hey what's your zip code? What's your address? What's your zip code?" You got it in here and I got the information.

Sam: I'm gonna go ahead and save. That's your save button all the time.

Malia: Always, always, always want to hit save.

Sam: Yeah, minor detail. Don't do what I just did. Don't do the back.

Sam: So I'm gonna go here to 'deal info', guess what?

Malia: Isn't it awesome?

Sam: Now you are actually seeing the property that they're talking about. You can even have some ... go 'head.

Speaker 6: So, question on that, if we semi are gonna use the market place to market these notes, there are oftentimes that the condition of the property is not exactly what Google Earth shows. Will we have the ability to swap that picture out?

Sam: We already thought of that. See that? It says 'Upload Photo'? If you upload another photo, it overrides the Google street.

Speaker 6: Oh, perfect.

Sam: That's a good point.

Malia: Scroll back up. You can see over here, there is several tabs for you to be able to go into. This lead info is important for your lead source. As you can see, he previously put in Google, it did flow over to here, but I'm sure you want to keep track of your lead sources so this is where you will come to put that information in ...

Speaker 1: Yeah, and you guys will get that from Infusion. So, whatever Infusion says is the lead source.

Malia: The next section is the loan section. This is where you will come in and fill out all the details of the loan. So your loan amount, the loan type. You can see the program type automatically filled in as Cogo versus the high-yield one, which if you do the drop-down, it'll show these. SIC, that's the high-yield one so if it were in one of those states it would automatically pick that, which, we'll get to later why it does that.

Malia: But this is where you would come in to put in all of that information; the earnest money, the total borrow contribution. Your long terms are down here. You'll see the LTV right here; it's showing up in red. That's just because there's no appraised value put in so that's why it shows up red like that. Once that value's put in, that will automatically calculate.

Speaker 6: And Cheryl, you know how they're saying that it came down as Cogo? So I think that's what's gonna be generating the closing documents. So I think that's why.

Malia: Those are the initial documents. That's what those are. The initial one's that had the different logos. So that's what that is.

Speaker 1: So I just do like the secret investment [inaudible 00:38:06]?

Cheryl: Yeah, I think that's where we'll change it. But, I think that's why it's so important as, we know what docs to use.

Malia: We'll go through the closing. We have a whole ... yeah.

Malia: So you're Cheryl? Hi Cheryl.

Malia: We'll go through this whole session, I think we have set to just work with you and show you about your stuff. I don't remember what day that was. Okay.

Malia: That works.

Sam: So while we were talking I went in and I put the appraised value for after rehab or property value after rehab came in. I put it \$220, you go back and you see that LTV calculated for you.

Sam: Yes?

Speaker 15: When would we use the total borrowed contribution? Or is that an automatic formula based on something?

Malia: I will tell you all, a lot of the fields in here are not, for some that are calculations and some that are not. If you hover over, like hover over the LTV field

Sam: [inaudible 00:39:15] Oh ... thank you.

Malia: See how it pops up, loan amount divided by after repair value, that's telling you where it's getting that calculation from. Some of the fields are just fields for data input. So, it's just for your records, for you to kinda keep track of. They're not necessarily calculations. It's just for your records and then for recording purposes.

Sam: One other thing, too is, Haley had said identify the most fields that you are going to be using versus the general ones. This is something that when you look at the entire system that has thousands of fields, it's not just kind of a quick thing, but very soon, the fields that you are not going to be using, they will be grayed out in a different color you don't have to worry about them too. Just the one that you're expected to will show up in there.

Sam: I'm not it's gonna make it this Friday but definitely the one after it will have it. I know they're working on it.

Malia: [inaudible 00:40:24]

Sam: Oh.

Malia: Date data. [crosstalk 00:40:23]

Sam: So you know it's the, we're looking into several things for you; the calculator and some other things that's next release and that we're trying to make it this Friday but there's other things, we're not sure about that one. If not, it'll go in next release. Okay. Go ahead.

Malia: Sorry. I need to get to the doctor 'cause I cannot see very well.

Malia: The next section you're going to see over here is the borrower tab. If you click on that, this is where you would enter more of the borrower information; their standard information, contact information. The email and primary phone are really, really important, that's why asterisks next to them. But you can also put in a co-borrower, if you needed to. And then you scroll down, you see where the other information is; current residence, their mailing address, the preferred contact method; basic stuff that you kind of see on a normal 10-03, in essence.

Malia: Scroll down further and then here this with the employer information that you can go through and fill out all of that fun stuff.

Sam: One key item about this is the declarations. Try to get those answered. I know they are ugly and long, but that's the new HUMDA for you. That section, plus the section about the additional HUMDA questions. By law, you're supposed to interview 'em yourself and fill that information. So what we've done in a lot of these cases, in some of these questions, we know that there could be you still have to validate in there or not, but those are not applicable to you so we automatically auto fill the most common questions for you.

Sam: Still have, by law, to validate that you actually realize what it is, but you'll have to answer these questions and go.

Sam: And by the way, the additional ones you don't have to do, just you have to answer the one and we cannot answer it for you. Not applicable with our [inaudible 00:42:55]. Because the HUMDA is only just designed for the private lending, it's designed for everything else.

Sam: Yes?

Speaker 16: Hey, this may be a question for you since we are borrowers for an entity and this has borrower, do we have a place to put the entity information?

Malia: Yes. We sure do. I'm getting there.

Sam: So if actually in that questions on the borrower, this probably the more proper way of you thinking about it; borrower/guarantor, okay? And if you'll notice, in the middle of this it says, "Borrower is guarantor, false or true?" And then, it drives our things as well. And also, there's a section that allows you to fill who's the guarantor, who's the member signer as well. And, here's the answer to info.

Sam: Yes?

Speaker 17: Can we get that default to set to true instead of false for the borrower/guarantor? 'Cause most of the time the borrower is going to be true as the guarantor, rather than false.

Sam: We cannot.

Speaker 17: I know, it's probably [crosstalk 00:44:10] question.

Sam: It's not an issue.

Malia: I think it's on my list.

Sam: Is it?

Malia: Yeah.

Sam: Okay.

Sam: So that's very from that side. So go ahead.

Malia: The next section is the credit section. I would say probably before you go too much further, though, lets go through the full app, because the full app is going to, it kinda flows like the quick app, but it's obviously just more robust. It's the full app, so you can see where we've started with a lot of this information. It's the same as the quick app, where you can tab through the tabs to get to the different sections and you'll know you have it complete once it gets to 100% up here that you have everything filled out the way that it's supposed to. And then that will flow over to all of the tabs 'cause you'll see in here, I believe it's under borrower.

Malia: Just looking for the interview, I thought that was in there somewhere. Here it is. So you see where the end of the information is right here that you put that in that will flow over. And actually, click on borrower again. You could see right here too, where there's some check boxes. Is this a borrower? If you check that box, it'll automatically go to as you're filling it out.

Cheryl: And this is not always you that has to fill it out. The borrower can access this on their portal and they're able to fill it out so it's not always us. They can do it at home during the evening and then you come in and it helps a lot. Completed.

Sam: Yes.

Speaker 15: So when you send out the initial email to the borrower does it then, when they get in, tell them to fill this out then and go into their portal?

Sam: Correct. We can show you that experience here in a little bit. So maybe it's a good point here to draw a picture of a work flow, as a very simple approach. You're gonna come in yourself if somebody called you. And this is how I would usually recommend it. You're going to create the quick app either yourself, in the background or they have created it themselves. If you have somebody on the phone, I'm creating the quick app, I'm going in automatically and jump into the full app. I know that usually conversations don't flow and they're, "Hey, I'm gonna as you, what's your first name? What's your last name? What's your loan amount?" It's usually more natural conversations and you're grabbing information from them.

Sam: I've seen some LO's writing notes in there so they can fill the information after work. One of the things that we decided to do this for you is if you noticed, I was checking here, borrower, in there, and it went to the borrower property, loan, and here. So if somebody is talking to me and I say, "Hey, this is Sam. I've been in this industry for 15 years. I'd go immediately to the borrower and I'm gonna say, "Sam, I am", I guess. And I'm gonna click in under 'experience', and it's gonna take me immediately in here and I say, okay, what is your experience look like in the lot? And so I have 15 years experience.

Sam: So the idea behind it is to allow you to follow natural conversations. So you can go up and down and collect as much information as you need to in there when you are talking to somebody. Now, take this to another level, where Jacqueline talked about that. A borrower comes into your website, fill in the quick app, they will automatically be prompted to a welcome message in there. And from that welcome message, it's gonna tell them complete the full app for us. And instead of seeing this where they fill it we carry them through a different experience explaining the matrix step by step, holding their hands. And we carry them through these same sections, but in a sequence so they don't really have room to make a mistake and go up and down and see this as big. We'll break it down to simplify it for them.

Sam: Now they've filled it, the information is available to you and available to them. If you fill it for them, to a certain extent, finish the conversation with them. Say, hey, by the way, go to the borrower portal, open it and make sure the information is correct. If I missed something, correct it. If you want to update it and complete the other pieces, go ahead and fill in for us. So you have that cooperation and cooperative function with them.

Sam: If they're filling it while you're talking to them and the only[inaudible 00:49:08] that you have, you have to hit refresh couple of times. If they save something, you can see it. You save something, they refresh, they can see it.

Malia: Don't forget to hit save.

Sam: Yeah. And don't forget to hit save.

Malia: None of you will not hit save after any of this, I promise.

Malia: Now go back.

Sam: I forgot to enter the information yield the property value.

Malia: And obviously if you do something wrong it's going to tell you you've done something wrong.

Malia: Thanks for being a good example on that Sam.

Sam: Come back and see us again. Thank you for shopping the [inaudible 00:49:54].

Malia: What did you do?

Sam: It's probably the connection just sometime glitches that's what.

Malia: I cannot believe that.

Sam: Skip the pfs, you're not doing anything with that.

Malia: Credit. That's where we're at. If you go into Credit, so this is where we had talked about kinda little bit with the admins of, you'll choose your credit provider in here and where you can pull and enter in your credentials, your username and password. Down here to pull credit, I will say double check that you have the social, address, and date of birth correct before you do this.

Sam: Who's your credit provider?

Speaker 16: Premium.

Sam: Premium. Choose it. It's actually, if you leave it at default, it should pick it up in there because the default is set up company wide. And you'll put your username and password in here.

Malia: Yep. And then your username and password obviously, it will tell you if you are having any issues [inaudible 00:51:03] that being able to click that button so you have to correct those issues before doing so. But once you do pull that credit and scroll back up, it's gonna automatically put in this information in here, the FICO score, the credit number, report number, the pull date, and it's gonna give you all the FICOS right here. It's also going to give you a link up at the top to access the credit report right there, and it's going to put it into the attached files.

Malia: On top of that, it's also going to automatically put in all the liabilities that was pulled from the report into the system, which you would see then, in the the next section, which is your debts.

Sam: And I don't know that we have a report in here so this is empty. Let me log in really quick and show you one. If you wanna go ahead and talk about the other piece, I'll pull a sample to show it to you.

Sam: What's that?

Speaker 6: Regarding logging in for the credit report, every single time you do it or can you save your credentials within the system?

Malia: You can save them in your 'My Account' in your user information section. I don't recommend it just because it's never a good idea to save your passwords, but you can do it, it's just ... maybe save your username and not the password, just because you're not gonna want to leave those probably in the system when the new [inaudible 00:52:29] credit reports.

Sam: And that's actually 'My Account', that's one of these fields about user info that you can save. You can select your default credit provider and a username and password and it saves it for you so you don't have to do it twice.

Malia: Are you close or move on?

Sam: Go on.

Malia: You wanna click on 'assets' for me? If you click on 'new asset' and scroll down.

Malia: So he clicked on 'new assets' so this saying, I have a checking account that's got \$10,000.00 in it. No [inaudible 00:53:19] deposits or gifts or anything like that 'cause that never happens. But this is where you come in and fill out this information. You've got the account number, what the value of it is, if it's liquid or not, to the type of account it is, the account name, the address, city, state and zip, you can get more information about it, the statement date. Then it flows in, there's other information down here depending on what type of credit, so you just fill it out as needed. If it's not an auto account then you wouldn't, obviously, put that information in.

Malia: And then you would make sure to hit save. I will say that ... oops, sorry.

Sam: I guess I'm [inaudible 00:54:00].

Malia: Go back to 'new asset'. There is a section in here for notes for this. This is just for this page only, so this is just kind of your notes, it's just in this page. It's not gonna flow over to anything else so it's just notes you'd wanna put down like, they don't wanna use this account, this is a back up account, or something along those lines. So it's just for this page, just for your information.

Malia: Okay, that's all I wanted to say.

Sam: So I pulled here a sample for us really quick. And I'm gonna take a chance to do a couple of things in this sample. One of the things in the pipeline, we talked about, entering the loan. If you hover over this, it's gonna allow you to enter a shortcut to the area of your interest. If you're a processor and you wanna go to the processing section; underwriter, you wanna go to the underwriting section. In your case, you'd go to the deal section and then you're able to do that. And by the way, there's a feature in your customization of your account to say I don't want to see the drop-down, click on it, it disappears and you always gonna go into the deal every time you enter.

Sam: It just gives you an option here, depending what's going on. But, in this case I have a sample here I run credit to. This is a Suzy Builder sample in there so it's not real. I think we ran it with factual data in here so you're seeing that credit report in front of you. And if you click on the debts, it's gonna give you all the debts broken out in here. And it's going to show you the total obligations and the total monthly minimum payments. And they actual figure tips. It will pull it straight from the [inaudible 00:56:00].

Sam: [inaudible 00:56:03] show you if there's any public records and show you the summary of lates, as well [inaudible 00:56:07].

Malia: There was another section that I personally like, in that credit report. Can you go back to it?

Sam: Here? Or this?

Malia: What had the list of them? Yeah, thank you. It's over here where, if it's paid off or if you're including in the DTI or not, those are pretty helpful for when you're trying to figure the DTI. And then, at the very bottom, you have to click to hide the zero balances, you just wanna shorten it up. Those are just little tricks that I like.

Sam: Alright. Take that out.

Malia: The next section is your [inaudible 00:56:55] schedule. So this is where you're gonna start adding in all of the properties that they own. So if you click 'new real estate owned', it's pretty self explanatory, you just go through and put in the address, if there's debts attached to it, the property type, the disposition type, when they acquired the value. Well, if you keep scrolling down, you can see that a lot of that information is pretty self explanatory.

Malia: I'm trying to read. That's bad.

Sam: I can read it from here. When you enter the information here in the debts, if you run the credit report through the system and you wanna associate that IO with a lot of credit that they have in there, let's say that they have a home loan and this is the home that you're listing, you can associate that line, it will show up automatically for you. In order for it to show up, it has to be a mortgage type obviously, [inaudible 00:58:03] associated with the type to see all of the things. The information here, if you happen to be a rental and you have some expenses and some income property that you wanna capture, it allows you to do that. It also allows you to say how much of percentage of that income you wanna allocate to this particular audio.

Sam: So, somebody says, "I'm making \$1000.00 on this rental, you might give 'em a credit for 70% of it in there, because you know the 30% for other reasons; taxes, miscellaneous repairs, whatever happens to be. That's a company policy. You decide what makes sense to you.

Sam: But it gives you the calculation at the end in there. And then you can confirm it as this affects their flip or not. So you can look and enter it and register all of their history if you want to, as they have seven or eight fix and flips going on and you want to capture, it allows you to do so if you like.

Sam: Yes?

Speaker 7: So do we have to manually fill this in so that a borrower fills out a form? Do we have to fill this in?

Sam: This particular one, you have to fill it in. There is a feature that we have in there if you wanna make it where they fill it in or upload a document in there into this. We can activate that for you, if you want to. That's also a possibility. We've done that before, in there for other customers. So the feature exists, we just have to incorporate it for you.

Speaker 16: This would not be a part of what they see in their portal?

Sam: This is not part of what they see. This is internal to you. When I was talking to Haley, here is providing the feature where they can see it and add it themselves in their portal.

Sam: Yeah, there it is. I mean, it's like everything else, I mentioned that initially. There is information that you're collecting a more richness to have a full app now than just loose paper. So, to a certain extent there is a level of effort they have to take to put the information correctly but imagine the worth or the time or the value of everything being in one place, to that extent that its trackable, reportable and everything else beyond it. That's kind of the trade off. Unless you enter it the first time.

Cheryl: It'll be better. We don't have to fill out multiple forms with the same information over and over and over, so, overall I believe it will save us time.

Malia: The nice thing, too, is when you have returning borrowers, you'll be able to copy the loan over. You're not gonna have to fill out all this stuff again for the same borrower that's returning.

Malia: I know a lot of them like to do, if you're working with a builder, you don't need to put in all of their information again.

Speaker 7: Will the subject property automatically populate in that section?

Sam: The subject property will populate as an audio?

Speaker 7: If it's a refinance?

Sam: No. That's not the time for that. Usually the subject property is addition, you're adding the other items beyond that. All that that information about the subject property and all of his details is available for you on the property section anyways.

Speaker 7: Okay.

Sam: And all the details that you can even dream of including the census track and everything else that you might want.

Sam: So to that extent, one other thing in here, you can have multiple properties and you can have up to eight guarantors/borrowers a part of the calculation. And you can have multiple entities associated with the transaction if you wanted to. And then from that, you can extrapolate the guarantors and the signers and you can add a guarantor and you can add signers in here, and decide who is gonna be the guarantor, who is gonna be the signer on the loans as well.

Malia: The next section is fees, are you guys gonna be adjusting any of the fees or is this gonna be locked down?

Speaker 1: We'll be adjusting them.

Malia: You will be. Okay, so when you have any of the fees it's going to [crosstalk 01:02:43], we have static fees at this point that are very built in to the system so, I didn't know who was going to [inaudible 01:02:53]. Some people have, where only the closer is allowed to mess with the fee section.

Cheryl: That is true.

Malia: So, it just depends on whose gonna be accessing this section as far as what security base you have available.

Sam: So, you can decide who can adjust fees and the user set up. There's one of the security [inaudible 01:03:19] fees.

Speaker 10: Is there a way when it moves through a stage that it locks that previous person from changing them once it's in closing?

Sam: Actually there is a section in closing in there under fees specifically and it made a way where the closer can, you can make as many changes as you want to over here. Once it goes in to the closer and the closer click in there, 'save and lock', it locks them out. Nobody can change it unless that person has the ability to unlock it again. And it actually saves it in a completely protected table inside the system as well.

Malia: But all your default fees have been loaded into here and you can see, like we have the lender's inspection fee, that you can see that that's in there. The toggle signs received, you see where it says 'toggle additional info' and 'toggle fee split'? Sorry.

Malia: What this allows you to do is, we just made it more concise and simple by allowing that toggle feature there. But if the seller is not willing to pay for this fee, you can move it over to the seller side and that's pretty self explanatory.

Malia: The toggle fee split is to be paid outside of closing. It's included in the APR so, more of that information as well.

Speaker 10: So include it in the APR, then that will populate with the ... we'll be able to see what the total APR is?

Sam: Yeah. Let me ask you a quick question here. Do you want to collect any of these fees in your credit card?

Speaker 1: Just the application fees.

Cheryl: I think the application is the only one.

Sam: Okay. Do you want them to actually give you the credit card here within the system or have them on the borrower portal, put the credit card, you say pay this, they go to the borrower portal, input their own credit card?

Cheryl: Both.

Speaker 16: Both.

Sam: Both. Okay. So, we need to establish and account for you, like a merchant account. Whatever your merchant account is, and you'll see actually a toggle in here like [inaudible 01:05:40], it's called CC in there. And actually, while we're talking about, I'll make it happen here for us, for you, but we need that account to be established so it goes somewhere.

Speaker 17: [inaudible 01:06:03] prompt information?

Sam: Yes. Who do you use for merchant account today, do you know?

Speaker 17: Um, Coloft and [crosstalk 01:06:10]

Speaker 16: That's a great question.

Cheryl: We have a lot of different ones.

Sam: Okay. I'll connect you ...

Cheryl: We have Our Pay, we have offers.net ...

Sam: And then authorize and blue pay. Blue pay, lately, made a deal with us, thus beating everybody, in terms of fees so you can show them what their fees are and give 'em the statements and they are supposed to go under it quite a bit.

Sam: I can tell you for one specific example, they dropped it for a customer, effective, 4.1 and they are down to a 2.8 in there so I've seen some of these numbers going in. Obviously it all depends, it's not us, it's the credit merchant, but I can connect you with them, they establish the account ...

Cheryl: Send me an email.

Sam: I'll get you all their info.

Cheryl: I'll send it to him.

Sam: Yeah.

Speaker 15: And then also with that right now we have our unique links to tag a person to a fee for the app fees. Is that gonna be something that's [crosstalk 01:07:25]

Sam: What do you mean "tag a person?"

Malia: So right now they have it at the bottom of their email but it's different now because you're gonna have your own landing page. So you'll have a link to your landing page, instead of ...

Speaker 15: A borrower pays, aside from our knowledge, will that fee auto populate into this field so that we'll know that they've already paid?

Sam: Outside of your knowledge, how is that?

Speaker 15: If they're online and they go to, say, one of the loan analysts or the loan officer's website and pay, will it automatically populate into this loan application fee as paid?

Sam: You mean, if they go to the borrower portal and pay there?

Speaker 15: Yes.

Sam: Yes and actually, even if you, you can say, hey you're paying, for example, the origination fee. And you send them the link and they pay the origination fee. And next you come in and say, now I'm gonna charge you for the appraisal fee for some reason. And the system will toggle it, notice it's been paid, it only will present them with the difference for the appraisal fee only to pay in there so all of these items being paid, you'll see that and there's kind of a authorization code will be next to it and there is actually a screen where you see all these authorization codes entered.

Malia: The next section is your [crosstalk 01:09:04]. This is where you'll want to come to [inaudible 01:09:14]. I can see.

Sam: Does this matter?

Malia: Yes.

Sam: Okay.

Malia: I feel blind, I really need to get my eyes checked. You're going to come here first and you're going to select what product that you're under and you will select the investor which I believe I think we're still working with Heather on getting all the investors.

Speaker 19: I sent, is it Rob?

Malia: Yeah.

Speaker 19: [crosstalk 01:09:41] last Friday. I went [crosstalk 01:09:43], I didn't take a lot of them on but I just took the ones we currently aren't doing business with anymore or not active but quite a few of them [crosstalk 01:09:54] so we don't have to do [crosstalk 01:09:57].

Malia: I'm sure he's working on getting all those entered.

Speaker 19: There were a lot of them.

Malia: It's a little time consuming to enter each one because you have to do a few different steps with each one so I'm sure he's working on that. When I first gave him a list and he goes "Are there really 463?" I said "I think so." I said "You can double check with Heather."

Malia: But you will choose the investor that you are using from and then the product and then fill out the rest of the information based upon the loan that you have and at the end of it you'll hit create deal.

Sam: Without this you're not going to be able to create the deal with the ... I'll make sure that at least the placeholder, the initial one that you put it in the bucket, before you decide to go anywhere has been added and that will be available by tomorrow morning, no problem. And then you have total loan points and the rate and if let's say the total loan vote is three and you're given the broker one and half votes in there you enter that in here. And save it. It will also, takes these total points and add it to the fees and add it as your origination fees as well.

Speaker 19: Who fills this out since we won't know the investor is, usually the loan officer would do that. They're not going to know [crosstalk 01:11:39].

Sam: You mean the rate of [crosstalk 01:11:44]?

Speaker 19: It has to be filled in, the investor placement, investment ...

Sam: The placeholder, yeah.

Speaker 19: How will a loan officer fill in the rate and the points if they don't know who the investor is.

Sam: Correct. What I was mentioning to Heather a second ago, we're going to have, call it a holding investor in there, basically investor to be assigned, we're going to see the [inaudible 01:12:18] in there and they picked that up and then after that when Heather determines which investor is going to go, she'll have her own screen in the [crosstalk 01:12:30] to say it's moving to this investor and she can add that over there.

Speaker 8: As loan officers we would or we would not fill this out?

Sam: You will have, the first line of item that's going to show for you is [cogo-TBD 01:12:53]. You pick that up there and you pick the products which one, and then you put the rates and the points and if there's any broker points you can create the deal.

Speaker 9: Hey Sam.

Sam: Yes.

Speaker 9: Do we have the capacity to lock in the TBD so that my guys don't have to choose the drop-down screen at all, don't mess with it.

Sam: Sure. We'll create that in there for you so that will be the only option visible for them here. However in the ...

Speaker 9: When Heather does it then she ...

Sam: In her own screen she has everything else in the background. [crosstalk 01:13:32].

Malia: [crosstalk 01:13:35] click that dropdown, I thought [inaudible 01:13:40].

Sam: No.

Speaker 4: I have a question for you [crosstalk 01:13:45]. We charge the loan points and the broker points separately. Is this going to combin [crosstalk 01:13:56] because we want to keep them separate.

Malia: I'm pretty sure it keeps them separate because they're two different line items.

Speaker 4: So the total points is not supposed to be our points plus broker points.

Malia: Exactly. That's where you have that separate.

Sam: Sorry?

Malia: The total [crosstalk 01:14:14], the broker points, that's not going to combine on either of these because those are two separate line items.

Sam: They are two separate line items.

Speaker 4: Just wanted to make sure.

Malia: That's what I thought. That's where you will come basically to [crosstalk 01:14:30]. The next big step is the tools and workflow. That's where you're going to go whenever you want to come in here, you'll see for your loan analysts, they want to come in here and assign it to a loan officer. If you click on this assign loan you can see all of these actions here that you can go through and change, who do you want to change. You just clicked on funder, who do you want to change that funder to. That's how you kind of move the loan through the stage and move it to the next person from there. Update workflow is how you actually move the loan from loan analyst to loan officer to processor to [crosstalk 01:15:13], you'll actually update your stages in here.

Sam: Just a quick correction in this, they will not do any assignments. The assignments are determined in there by the loan upfront. They are not ... Everybody is going to change assignments and everybody ...

Malia: I thought the loan analysts were going to assign to a loan officer.

Sam: The loan analyst is the loan officer.

Malia: No.

Sam: I'm mistaken. The loan officer is not assigned yet until the loan analysts assign it.

Malia: Yes.

Sam: So I stand corrected.

Malia: I got this, I told you. Did you have a question? You're fine.

Speaker 8: [crosstalk 01:16:07], going back to the fees and maybe I just missed it but is there a way to get some kind of loan estimate or loan fee worksheet or something like that?

Malia: Yeah so if you ...

Sam: What is she talking about?

Malia: Loan estimate.

Sam: The loan estimate is actually in the processing section.

Speaker 8: It's in the processing section?

Sam: You're talking about the fee estimates, like the regular loan estimate that you're expecting to ... [crosstalk 01:16:39].

Speaker 8: That's fine.

Malia: That was in the [crosstalk 01:16:51] section.

Speaker 8: Okay, is there a different breakdown of an official loan estimate like a low cost worksheet or something like that?

Sam: We have not been requested to have something like that so we have a default [crosstalk 01:17:03].

Speaker 9: [GFV 01:17:06].

Sam: There is also ... There's a section that we can provide you also, a GFE and all these things too but again we need to know if you want something different than the standard [crosstalk 01:17:18], that's all. Going back to the deal.

Speaker 10: I know [crosstalk 01:17:27] working with the loan calculator so ...

Malia: We're going to go over that.

Speaker 10: It might just be a different screen.

Malia: We'll go over that one. You want to pull up in the QC, the loan calculator for them and I'll finish while you're doing that. We can go through. [crosstalk 01:17:59].

Malia: We're working on integrating the loan calculator that was given to us into the system but it's a lot of calculations, it's going to take us a little bit of time so it's kind of a temporary option, what we did which is basically embed your calculator that we have into the system as a link that you can access. At least you don't have to go out of the system, you can still work within the system. But you can see right here where it says [inaudible 01:18:50] capital loan quote, that is your link to your Excel spreadsheet that you have right now so if you click on that it's going to download it for you to open it up and view it. Once you have it set and saved to where you want it, you can upload it directly from this screen, you don't have to go to another screen or anything like that.

Sam: You fill it in here like you fill it today, and there ...

Speaker 3: And that's the [crosstalk 01:19:19] loan calculator section, is that with the new update on Friday?

Malia: Yes, that's going to come out on Friday.

Sam: You're going to get that and when you're done you're going to upload it and you're just going to type in here, loan calculator ...

Malia: I have to add the doc tag. I just finished doing that yesterday, sorry. Once it goes out on Friday I'll have the doc tag so when you start typing you saw all those others come up, it'll come up with that, I'm just [crosstalk 01:19:57] loan calculator, so you'll click that. That basically is, when you give it a doc tag, which will actually, we want to just go ahead and go over that with the attached files. If you go into the attached files and scroll up for me ... Yup, where you see the upload new docs, you're going to see in here there's also a ... Guess I can use this fancy thing, where it says please start typing the title of the document, that's because every document has a doc tag. We have 10,000 doc tags that we have in the system.

Malia: Basically if you want to ... If a borrower uploads a bank statement and they tell you it's a 1003 but you look at it and it's a bank statement, you can differentiate so you know what it really is no matter what they told you what it is. You set this doc tag to it even if they named that document bank statement or vice versa, you know what I'm saying. But

you start typing that doc tag in there and you choose the file and upload the document. That puts it in the attached files and saves it in here.

Sam: I'm going to go ahead and do it here in front of you and I want to add a document to the master file. I have two areas to do that, either in the needs list I will attach it to it or it'll be general, that does not apply to a specific stipulation condition or a need. If it applies to a need I'm going to click over here and I'm going to see the needs associated with it. If somebody asks me "I want the listing sheet" for some reason. Or "I want the tax assessor or photos" or here, the purchase and sales contract. I'm going to click on the upload, I'm going to choose the file from whatever file I have and then I'm going to throw some random file here and this is [QC 01:22:10] so I'm just going to go ahead and upload it and let it go into the system automatically.

Sam: Now it is [inaudible 01:22:24] and if you look at it it's right here. You can upload multiple documents to that tag automatically yourself. Those needs by the way are visible to the borrower so the borrowers can upload on their own directly to this. That's number one option. Go ahead.

Malia: There's a way that if, saw the borrower did upload something but put it in the wrong section you can just go ahead and switch it to a different ...

Sam: See here where you click one click on it. And you can click edit and you can move it around. You can delete it from here and put it in different one, you can completely ... If I click edit here I can move it from one to another, to a different section on the fly. And then if I actually decided hey, i just want to delete it from here, I can. If I delete it by the way it doesn't go away from the system, it just detached itself from the [inaudible 01:23:29] because it's been uploaded previously. It's going to still show up in the master attached files and because it shows up in the master attached files I now have the option to click edit on this and then forming ... It's going to now be, to attach it to a different need from here.

Sam: You have two options, you remove it or move it. Or if you removed it and a later date decided to add it to a different file or to a different need you can go to the general master attached file list and add it there. That brings me in to the second way of doing attached files. To do attached files in here if I want to add a file I'm going to click upload, you just mentioned it, you noticed two pieces. The bottom piece is automatic tags that are already done for you for quick select. You don't have to select. If you have a series of tags that are most commonly used you can enter them over here and you can attach the file and it attaches it. If not we talked about the purchase contract. I'm going to type purchase ... Purchase and sales agreement or purchase contract depending what do I want to call it and tag it.

Sam: I click on it, I see in there, I go ahead and upload again and in this, this time ... It uploads it, sends it back to the background and off it goes. Here i put that as an attachment. I can upload multiple documents at the same time meaning ... And I can have multiple documents and their multiple tags at the same time. I can click upload here to upload it now or I'm going to say add another file. I'm going to say as is photos and I'm going to

choose this file and let's say I have two of them this time, I'm just going to hit control this and this, open, I'm going to have those, if I click upload now, it's going to upload the three documents at one swoop and [inaudible 01:26:16]. And now it says three or four files in there, no files has been chosen to upload because we had a tag at the bottom that we did not attach anything to it, it told us that. Now the files exist in the attached files in the master to view them and they're here and it's probably [crosstalk 01:26:38].

Sam: I got this here so if I preview it it will show up over here. These are the documents we just opened. Yes.

Speaker 3: This primarily is for us to use and borrowers would upload documents on the need section.

Sam: Correct.

Speaker 3: If we upload a document on this document section it is, or it belongs in the needs section, will it recognize that and pull it over?

Malia: [crosstalk 01:27:09] if you do it in the needs section.

Speaker 3: Say we upload a bank statement here. Obviously that's in the needs section as well. Will the needs section recognize there's a bank statement in this section?

Sam: No, if you did it in here you're doing it intentionally not to put it [crosstalk 01:27:27]. Yeah, if you want it in the needs you go put it in the needs. If you put it in here you're telling the system "I know there's something in the needs but I intentionally want to load it here but not attach it to the need."

Speaker 7: And if they put it in the needs it'll automatically catch here.

Sam: Exactly right. This is the master. In the master you have a choice to either put it in it there by itself or put it in it and at a later date you decided this is part of the needs, you can edit and assign it to that need.

Speaker 3: And can clients upload a document outside of your requested need?

Sam: No.

Speaker 3: So we must request a document.

Sam: They are not ... Their option will show you that here in a little bit. Their option is to only upload to a need. They can't just willy nilly upload things. It has to be structured for you so we don't leave loose ends of people ... "I uploaded something, we don't know where it belongs." You have to have a need for them that either already, our system automatically triggered it based on the guidelines or you decide to add it yourself.

Speaker 3: [crosstalk 01:28:47] so we can manual add a need if it's a specific document, [crosstalk 01:28:50].

Sam: Yes, I'll show you that in a second. Go ahead.

Speaker 9: I have a repeat borrower, is the master going to go with that borrower's take somehow with social or name or ...

Malia: When you go to copy the loan over you actually get the choice of copying whatever documents you [crosstalk 01:29:09] send with you. It's not going to take everything over, it's going to make you choose what you want to ... Because stuff expires ...

Speaker 9: Right, so I send a link out to my borrower, he's a repeat borrower, he fills out the application, does the system know that it's the same person and merge that master file?

Speaker 7: If those three things are met right? Correct first name, last name, and email address.

Sam: Yeah but to your point the docs, they have an option over there the same way you do when they create the new log to say use these old docs and they're moving. But if they made a conscious decision not to include them then they have to upload new ones because that means I have something else, this is stale, so you have both options.

Malia: However the nice thing you can do is if for whatever reason they [crosstalk 01:30:11], you can come in, if you go into attached files for me.

Sam: Yes.

Malia: [crosstalk 01:30:17]. Th document stacking over here, if you click on that you're able to put certain documents and grab certain documents, put them in an order that you want and actually consolidate to one PDF and you can upload or you can ... However you want to, whatever works best for you as far as getting [crosstalk 01:30:38] so there's ways of still doing it.

Speaker 7: I figured.

Sam: This is where you can upload them and create a signal [crosstalk 01:30:48]. And it creates a [crosstalk 01:30:51].

Malia: If you upload it [inaudible 01:30:54], a bank statement, driver's license, and all that stuff then that's probably not going to work out best, you probably have to do it one at a time for separate needs.

Speaker 4: When the borrower uploads documents do you get a notification by email or something saying that a borrower has uploaded a document ...

Sam: Yes, the loan officer on the file get a notification, a document has been uploaded. And it tells you, [crosstalk 01:31:21] document tag and the load number as well so you can [crosstalk 01:31:24].

Speaker 4: And if it is already in processing would that mean the processor and the loan officer would both get a notification?

Sam: It doesn't mean that by default all the time and actually you mentioned that both processor and the LO gets notified all the time, that's all.

Speaker 4: Okay.