



HERO Broker Portal Training:

# How to Create a New Loan for Non-LOS or Non-NMLS Brokers



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# How to Create a New Loan

## Navigating the Broker Portal Like a Champ



Profile Settings & Admin Functions

Alerts & Notifications

Return to dashboard

Access to guidelines, forms, training, marketing & more

(4) Primary Loan Functions

Your Account Executive's Contact Information and ways to connect

Have a great experience? Leave a Google Review.

Need help? Contact the Scenarios Team

Hamburger menu for jumping between sections

Turn times, click to expand

Rotating messaging, hover over left / right sides to scroll between messages. (non-loan specific)

Calendar of holidays, office closure and important dates

Get help. Quick access to submit a question, accessible on any HERO page

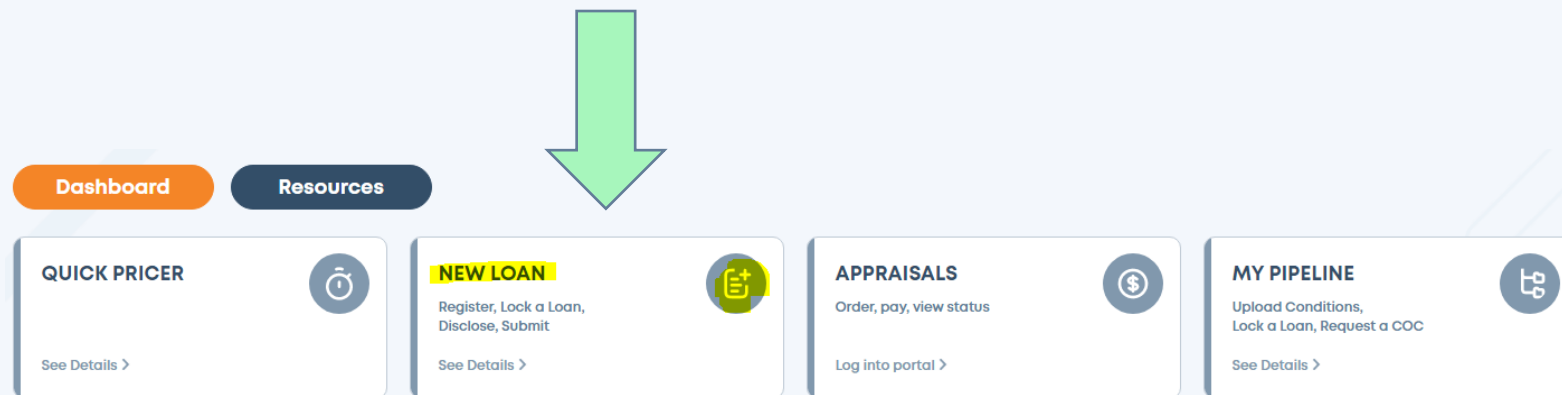
The screenshot shows the HERO Broker Portal dashboard. At the top left is the HERO logo with the tagline "Helping Empower Real Opportunity". The user is logged in as "Annette!". The dashboard features a navigation bar with "Dashboard" and "Resources" tabs. Below this are four primary loan functions: "QUICK PRICE", "NEW LOAN", "APPRAISALS", and "MY PIPELINE". A section for "Natalie Verrette" provides contact information and a "Write a review" button. A calendar for "October 2022" shows a holiday on October 6th. A "Contact Support" button is located at the bottom right. Annotations with arrows point to various elements: "Return to dashboard" points to the HERO logo; "Access to guidelines, forms, training, marketing & more" points to the "Resources" tab; "(4) Primary Loan Functions" points to the four main action cards; "Your Account Executive's Contact Information and ways to connect" points to the account executive profile; "Have a great experience? Leave a Google Review." points to the review button; "Need help? Contact the Scenarios Team" points to the "Scenarios Desk" dropdown; "Profile Settings & Admin Functions" points to the "My Profile" link; "Alerts & Notifications" points to the bell icon; "Hamburger menu for jumping between sections" points to the menu icon; "Turn times, click to expand" points to the "Today's Turn Times & Hours" dropdown; "Rotating messaging, hover over left / right sides to scroll between messages. (non-loan specific)" points to the "Access HERO Portal Tips" banner; "Calendar of holidays, office closure and important dates" points to the calendar; and "Get help. Quick access to submit a question, accessible on any HERO page" points to the "Contact Support" button.

## How to Create a New Loan

## Start a New Loan



- Navigating is EASY!
- After login, you will see the HERO broker portal dashboard
- Click on **NEW LOAN**



## How to Create a New Loan

### Fill Out the Information



- Fill out the information. The Occupancy is selected as “Investment” and this is changeable. The state list is only applicable to the states where Broker Licensing is not required and where Champions is either not required to be Licensed or is Licensed in.
- There is an option of uploading and XML file in the bottom left corner, if available.

A screenshot of the HERO Wholesale Broker Portal. The page header includes the HERO logo with the tagline 'Helping Empower Real Opportunity' and 'Wholesale Broker Portal'. On the right, it says 'Hello, Tamara! My Profile' with a bell icon and a menu icon. Below the header, there are links for 'View Today's Turn Times', 'Current Closing Schedule', and 'LOCK HOURS | 8am - 5pm MST'. The main content area features a white form titled 'Enter property info & app info.' with the following fields: Address (123 Memory Lane), Unit #, City (Orange), State (CA), Zip (92667), County (ORANGE), Occupancy (Investment), and Application Date (02/01/2024). At the bottom of the form, there is an 'Upload DU 3.4 XML File' link and a 'Next >' button. A 'Contact Support' button is visible in the bottom right corner of the page.

## How to Create a New Loan

## Primary Borrower/App Information



- This next screen is where you enter the primary borrower/app information.
- Clicking **Next**, drops you into the Loan Application.

A screenshot of the HERO Wholesale Broker Portal. The page header includes the HERO logo with the tagline 'Helping Empower Real Opportunity' and 'Wholesale Broker Portal'. On the right, it says 'Hello, Tamara! My Profile' with a bell icon and a menu icon. Below the header are links for 'View Today's Turn Times >', 'Current Closing Schedule >', and 'LOCK HOURS | 8am - 5pm MST'. The main content area is a form titled 'Please enter the following information on your application for accuracy.' with a close button. The form has two main sections: 'Borrower' and 'Co-Borrower'. The 'Borrower' section includes fields for 'Estimated Property Value' (\$600,000.00), 'Loan Amount' (\$350,000.00), 'First Name' (Suzi), 'Middle' (empty), 'Last Name' (Builder), 'SSN' (999 - 60 - 6666), and a checkbox for 'Foreign National - No SSN'. The 'Co-Borrower' section includes fields for 'First Name', 'Middle', 'Last Name', and 'SSN', with a checkbox for 'Foreign National - No SSN'. At the bottom of the form, there is a message: 'You will be able to add more borrowers on the Application after this step.' and a 'Next >' button. There is also a link for 'Upload DU 3.4 XML File'. In the bottom right corner of the page, there is a 'Contact Support' button.

# How to Create a New Loan

## Loan Application



- The user can add a co-borrower by clicking on the “+” tab. They can add another app (borrower pair) by clicking the orange “+ Add Application” link.

The screenshot displays the HERO Wholesale Broker Portal interface. At the top, the HERO logo is accompanied by the tagline "Helping Empower Real Opportunity". The user is logged in as "Hello, Tamara!" with a "My Profile" link and a notification bell. A "Return to Pipeline" button is visible. The navigation menu includes "Product & Pricing", "Loan Application" (which is highlighted), and "Loan Dashboard". A progress bar shows seven stages: 1. Not Submitted (active), 2. Submitted, 3. Approved, 4. Condition Review, 5. Clear to Close, 6. Docs, and 7. Funded. Below the progress bar, loan details are shown: Loan #: 12024020132, Borr: Builder, Ln Amt: \$350,000, LTV/CLTV: 58.334/58.334, and Status: Loan Open. The "Application" dropdown is set to "BUILDER, SUZI" and has a "+ Add Application" link next to it. The "Pages" dropdown is set to "Section 1: Personal Information". Under "Borrower 1", there is a "+" tab to add a co-borrower. The "1a. Personal Information" section is expanded, showing an "Alternate Names" tab and input fields for First Name, Middle Name, Last Name, and Suffix.

Add another app (borrower paid) by clicking the orange “+ Add Application” link.

Add a co-borrower by clicking “+” tab.

## How to Create a New Loan

## Section 3: Real Estate



- Broker will need to add the information in the REO section on the 1003

Loan #: 12024020132      Borr: Builder      Ln Amt: \$350,000      LTV/CLTV: 58.334/51

Application: BUILDER, SUZI + Add Application      Pages: Section 3: Real Estate

Borrower 1 +

### 3a. Real Estate - Property You Own

Debt Service Coverage Ratio	
Estimated Monthly Market Rent	\$4,000.00
Qualifying Monthly Gross Rent	\$4,000.00
Qualifying Monthly Payment	/ \$972.22
Debt Service Coverage Ratio (DSCR) =	4.11



# How to Create a New Loan

## Ordering Credit Report



Click here to enter Co-borrower info

Please make sure any changes needed to this applicant's info for loan #12024020132.

**BORROWER**

Name: FIRST MIDDLE LAST  
Suzi S Builder

SSN: 999 - 60 - 6666

DOB: 02/07/1980

Present Address: Street Address City State Zip  
123 Memory Lane Carson City NV 89703

Credit Agency: CREDCO (DIRECT)

**CO-BORROWER**

Has Co-Borrower

NAME: FIRST MIDDLE LAST

SSN: - -

DOB:

Present Address: Street Address City State Zip

Credit Submission Type: Order New Credit

< Back to Applicant List **Order Credit**

Borrower and Co-Borrower details will auto-populate

Present Address will auto-populate

CREDCO (DIRECT) will be the agency used to pull credit.

Select "Order New Credit" from dropdown list

Must click on "Order Credit"

# How to Create a New Loan

## Product & Pricing for DSCR / Business Purpose Loans



### Helpful tips:

For the Business Purpose Loan Types, you must select a corresponding product name from the drop down to choose the DOC TYPE as DSCR or DSCR No Ratio.

<b>Loan #:</b> 12023050039 Program: CACT 30 YR FIXED	<b>Borr:</b> Firsttimer	<b>Ln Amt:</b> \$200,000	<b>LTV/CLTV:</b> 58.824/58.824	<b>DTI:</b> 35.24/38.83	<b>Status:</b> Registered
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### Product & Pricing

Occupancy: Investment	Loan Term: 30 Years	Loan Amount: \$200,000	LTV / CLTV: 58.824/58.824
Loan Type: Accelerator Expandec	Amort Type: Fixed	Property Value: \$340,000.00	Doc Type: DSCR
Loan Purpose: Purchase	Lock Days: 30 Days	Purchase Price: \$340,000.00	Interest-Only: -- select -- DSCR
Attachment Type: Detached	Gross Monthly Rent: \$0.00	Borrower Paid Comp: 0 % + \$ 0	Foreign National: DSCR No Ratio
Property Type: SFR	# of Financed Properties: 1	Reserves Months: 2 months	Credit Seasoning: N/A
First Time Investor?: Experienced Investor	Loan FICO: 710	Impounds: <input checked="" type="checkbox"/>	Housing Event: N/A
Closing in Name of an Entity: <input type="checkbox"/>	<a href="#">Reissue Credit &gt;</a>		PPP Term: No PPP

Save & Price

Be sure to save before moving sections

Loan #: 12022090916  
Program: CALLY 30 YR FIXED

Borr: Firstimer    Ln Amt: \$200,000    LTV/CLTV: 58.824/58.824    DTI: No Ratio    Status: Loan Open

### Product & Pricing

Occupancy: Primary Residence  
Loan Type: Ally  
Loan Purpose: Purchase  
Attachment Type: Detached  
Property Type: SFR

Loan FICO: 710    Impounds:

2nd Financing Amt:   
LTV / CLTV: 58.824/58.824  
Doc Type: No Ratio  
Interest-Only:   
Credit Seasoning: N/A  
Housing Event: N/A

**Could your borrower be CDFI Eligible?**

This loan could qualify for a CDFI Pricing Improvement if you answer Yes to any of these:

Is Alice Firstimer Hispanic or Latino?     Yes     No     Do not wish to answer

Is Alice Firstimer Black or African American?     Yes     No     Do not wish to answer

[CONTINUE](#)

[Reissue Credit >](#)

[Save & Price](#)



Enter demographic questions based on responses found on 1003 application or by licensed loan officer interview.

Contact your Champions Funding Account Executive for more details.

Select an eligible loan program and rate:

**Eligible Loan Programs & Rates**

Program	Select Rate	Price	PITI
CALLY 30 YR FIXED	> 8.750	> 0.500	\$1,813.40

There are no ineligible programs.

**Float & Continue**

Click on arrow to view other available rate options & select rate of choice

Click button to select program

**Pop-Up Alert:** You may buy down rate in this screen, otherwise, click continue below.

Lock Days: 21 Days Purchase Price: \$340,000.00

### Champs Heads Up!

You can buy down up to 0.750% in the rate. Select your new rate below if you'd like to change it.

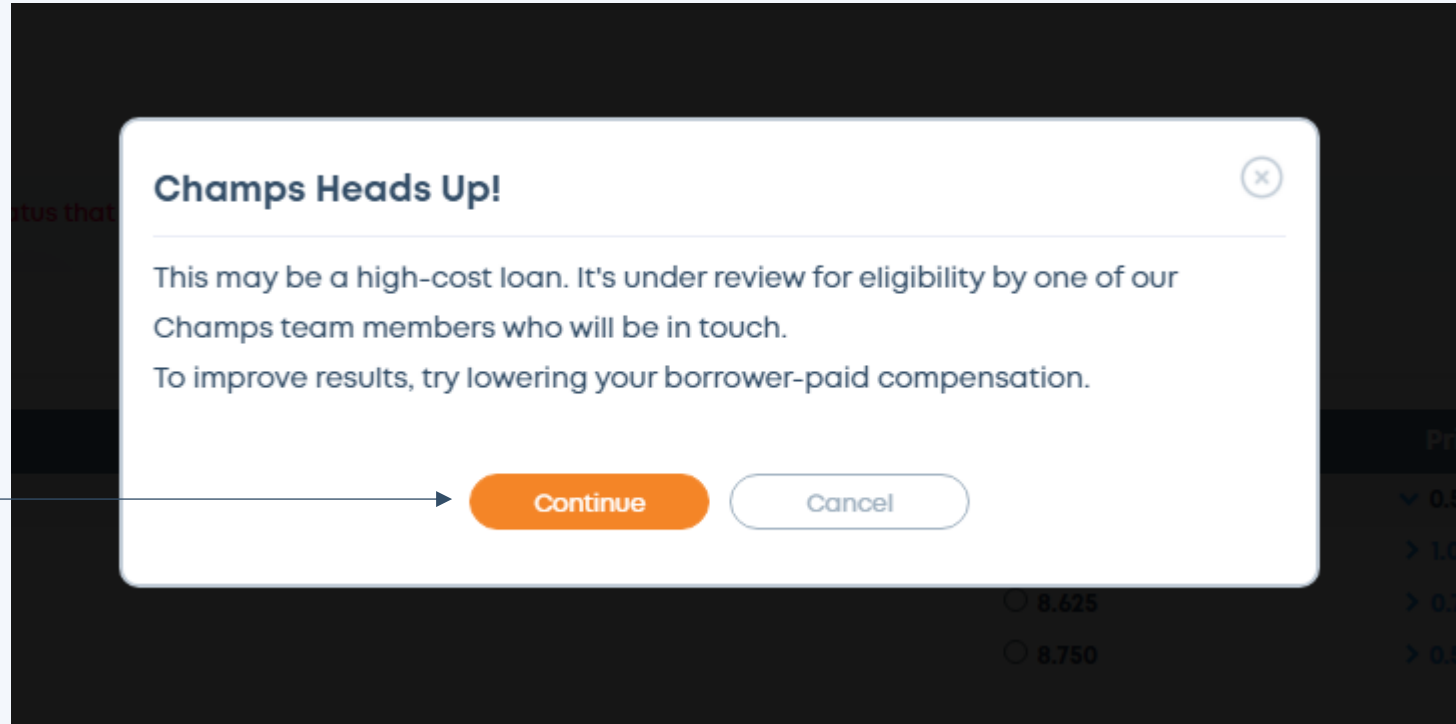
	Rate	Price
Current:	8.500	1.000
Updated:	<input type="text" value="8.500"/>	1.000

**CALLY 30 YR FIXED**  
*Pricing Details*

BASE RATE	8.250
SCORE 700-719, LTV > 50, LTV <= 60	0.250
FINAL RATE	8.500
BASE PRICE	1.000
TOTAL PRICE	1.000

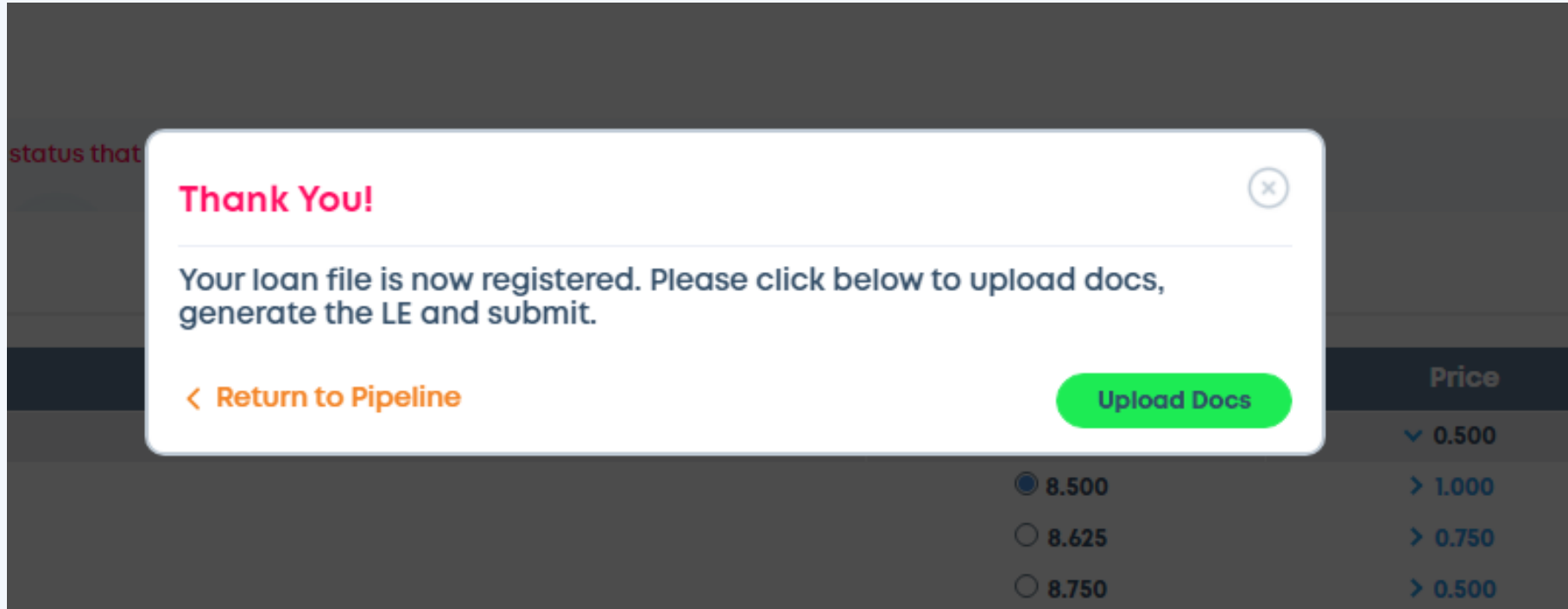
Continue >

Click continue here



Pop-up alert appears on ALL loan submissions, click "Continue" to proceed.

NOTE: If this is truly a concern your Underwriter will address the high-cost loan with you.



The screenshot shows a dark-themed interface with a white modal dialog box in the center. The modal has a close button (X) in the top right corner. The text inside the modal reads: "Thank You!" in pink, followed by "Your loan file is now registered. Please click below to upload docs, generate the LE and submit." Below this text are two buttons: a blue button with a left arrow and the text "Return to Pipeline", and a green button with the text "Upload Docs". In the background, a table is partially visible with columns for interest rates and prices. The interest rate column has radio buttons next to 8.500 (selected), 8.625, and 8.750. The price column has dropdown arrows next to 0.500, 1.000, 0.750, and 0.500.

**Your loan registration is complete!** Move your file forward when you're ready. Start uploading loan docs or "Return to Pipeline" to work on another loan file.

Click here upload loan documents

## How to Create a New Loan

## Uploading Loan Documents



**HELPFUL TIP: Do NOT upload income documents on Ally Loans**

- Must use PDF file formats. Max file size for one document is 30MB.
- NOTE: At a minimum, you must upload credit documentation to move the loan forward.
- Docs that are required will have a pink asterisk to the right of the file name.

**Upload Files**






Upload your package files here. Use PDF format with a max file size of 30 MB each. Times shown are in Pacific Time. Documents marked with \* are required.

<b>Application</b>	1003 Executed by Loan Officer	
<b>Credit Documentation</b>	Fully Executed Borrowers Authorization*	Upload Other Credit File
<b>Purchase</b>	Fully Executed Purchase Contract*	Purchase Addenda, Amendments & Counter Offers
<b>Income Documentation</b>	Select your income doc type*: 12 Months Bank Statements ▾	

**Click the icon to submit loan docs within each section**



- File documents that don't fit into any of the other folders as "Uncategorized".

Title	 Upload Title File
Settlement	 Upload Settlement Fee File
Payoff	 Upload Payoff File
Hazard & Flood	 Upload Insurance File
Uncategorized	 Upload Uncategorized File

[Contact Support](#)

Use the "Uncategorized" option for docs that do not fit any other folders.

## Our Winning Philosophy at Champs TPO



At Champs we believe Decision Makers should communicate with Decision Makers. Your Champ's Underwriter will be your primary point of contact through the life cycle of the loan file.

We are your partners in success. Please contact your Account Executive or your Champs Operations team for assistance.

**Thank you for your partnership and business!**

