



HERO Broker Portal Training:

Exception Request Process



Exception Request Process

Table of Contents



Click topic and jump to a section.

If in Slide View, CTRL + Click on a topic.

- [Pre-Submission Exception Requests](#)
- [Post-Submission Exception Requests](#)

Exception Request Process

Pre-Submission Exception Requests



Brokers will see a new **“Request Guideline Exception”** button when their chosen loan product is ineligible.

TIP: Must “Reissue Credit” in order to submit a Guideline Exception request.

Return to Pipeline

Product & Pricing 1003 Loan Dashboard

1 Not Submitted 2 Submitted 3 Approved 4 Condition Review 5 Clear to Close 6 Docs 7 Funded

Loan #: 12024050203 Borr: America Ln Amt: \$250,400 LTV/CLTV: 59.620/59.620 DTI: No Ratio Status: Loan Open

Product & Pricing

Occupancy: Primary Residence
Loan Product: Ally
Loan Purpose: Refinance Cashout
Attachment Type: Attached
Property Type: Condo
Declining Market:

Loan Term: 30 Years
Amort Type: Fixed
Lock Days: 30 Days
of Financed Properties: 2
Loan FICO: 777
[Reissue Credit >](#)

Loan Amount: \$250,400
Property Value: \$420,000
Borrower Paid Comp: 0 % + \$ 0
Reserves Months: 48+ months
Cashout: \$100.00
Impounds:
Delayed Financing:

2nd Financing Amt:
LTV / CLTV: 59.620/59.620
Doc Type: No Ratio
Credit Seasoning: N/A
Housing Event: >=12 Months

[Save & Price](#)

Eligible Loan Programs & Rates as of 5/8/2024 1:51 AM Pacific

There are no eligible programs for your loan. See reasons below and make corrections in the pricing fields above.

If you still need assistance, contact your AE.

Ineligible Loan Programs

PROGRAM	REASONS
CALLY 30 YR FIXED	HOUSING EVENT >= 48 MONTHS REQUIRED

[Request Guideline Exception](#)

“Request Guideline Exception” button

Clicking the “**Request Guideline Exception**” button will show this popup where the broker can submit the request form.

Borr: America Ln Amt: \$250,400 LTV/CLTV: 59.620/59.620 DT

Guideline Exception Request

This will submit an Exception Request Form to Champs. You may be asked for the credit report and any additional relevant documentation such as Asset Statements, Income Documentation, Appraisal, Listing, Letter of Explanations, etc., to support the exception request and compensating factors. If exception is approved, loan may be subject to exception-based pricing.

Is Appraisal Available? Yes No

Exception Request Summary

Compensating Factors

By submitting this exception request, broker certifies that the information provided is accurate and complete, that no critical information has been withheld, and that any changes to the information provided could change the decision upon re-review. In addition to any required documentation, please provide any additional documentation to support the exception request. If exception is approved, any change to the parameters listed on this approval requires the loan be returned to credit risk for review and decision could change.

[I Agree, Send Request](#)

Exception Request Process

Exception Submitted



Loan status changes to
“Exception Submitted”.

HERO | Helping Empower Real Opportunity
Wholesale Broker Portal

Hello, Connie! My Profile

[View Today's Turn Times >](#) [Current Closing Schedule >](#) [LOCK HOURS | 12am - 12am PDT](#)

[Return to Dashboard](#) [Pipeline](#) [Reset Pipeline](#) [Filters](#) [Print](#) [Export](#)

[Loan Open x](#) [Registered x](#) [Submitted x](#) [In Underwriting x](#) [Pre-Approved x](#) [Approved x](#) [Condition Review x](#) [Final Underwriting x](#) [Clear To Close x](#)
[Docs Ordered x](#) [Docs Out x](#) [Docs Back x](#) [Funding Conditions x](#) [Funded x](#) [Exception x](#) [Canceled/Denied x](#)

Loan #	Borrower	Program	Note Amt	Status	Status Date	TBD	Lock	Lock Exp	Options
<input type="text"/>	<input type="text"/>	<input type="text"/>		All <input type="text"/>			<input type="text"/>		
12024040048	Customer, Ken	Activator	\$300,000	Exception Submitted	04/02/2024				
12024030726	Customer, Ken	Ambassador	\$300,000	Exception Approved	03/29/2024				
12024030601	Homeowner, John	Accelerator	\$450,000	Submitted	03/28/2024				
12024030437	Customer, Ken	Activator	\$300,000	Exception Approved	03/18/2024				
12024030429	Customer, Ken	Activator	\$300,000	Canceled	03/27/2024				

Showing records 1-5 of 5

[Contact Support](#)

Status: Exception Submitted



Company
About
News
State Licensing

Resources
Products
Broker Forms & Guidelines
Broker Training

Contact Us
1.888.210.9881
clientcare@champstpo.com

**For Customer Support/
Loan Payment Options**
1.855.436.0977

Exception Request Process

Exception Conditioned



- If Champs wants to ask for documentation, they will change the status to **Exception Conditioned**. In that status, the Conditions tab will appear.
- The broker will need to upload the requested documentation. This is like the normal process of uploading for UW conditions.
- Find the one(s) with the **upload icon** and upload the requested documentation.

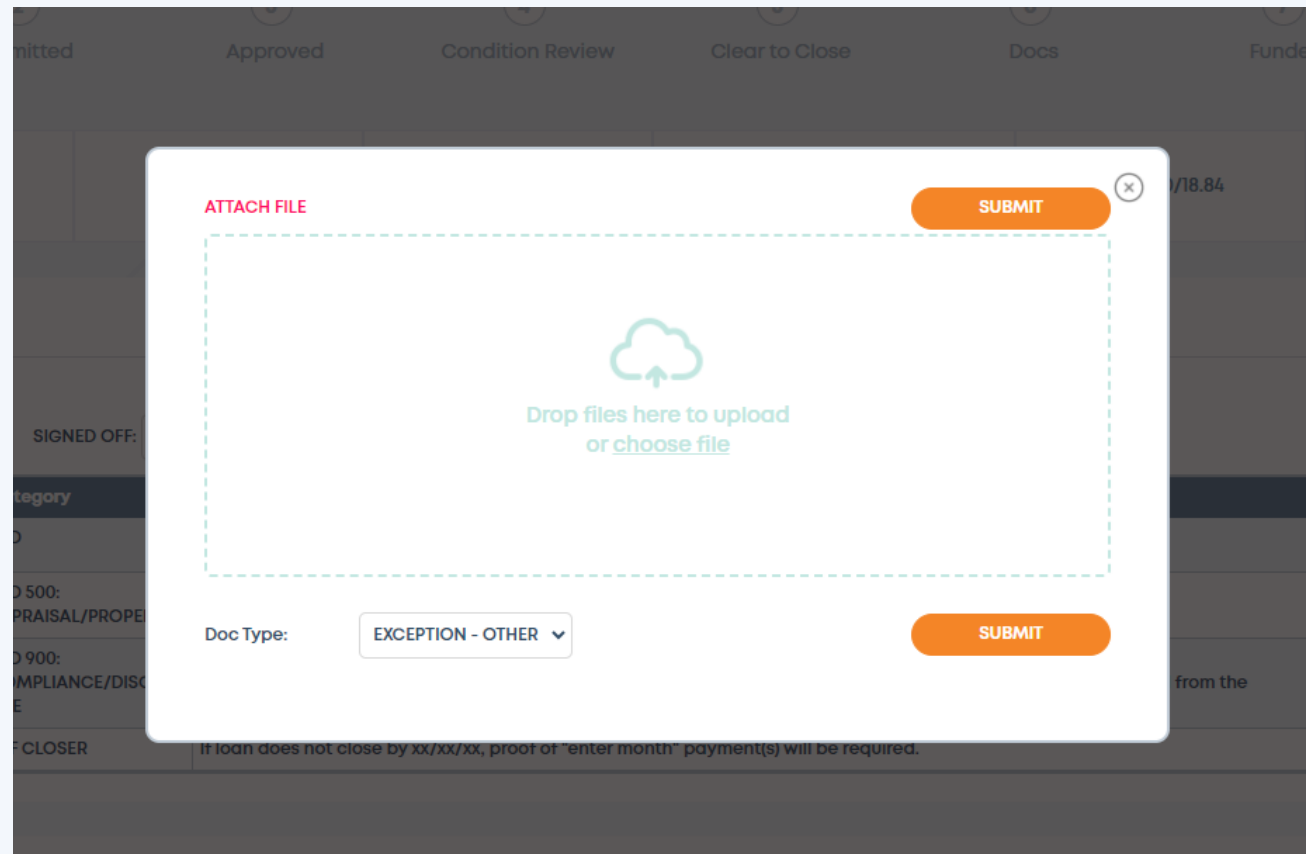
The screenshot shows the HERO Wholesale Broker Portal interface. At the top, there's a navigation bar with the HERO logo, the tagline "Helping Empower Real Opportunity", and user information "Hello, Connie! My Profile". Below this is a "Return to Pipeline" button and a menu with options: Upload Files, Create LE, Product & Pricing, 1003, Loan Dashboard, Important Dates, DocBox, and Conditions (highlighted). A progress bar below the menu shows seven steps: 1. Not Submitted (highlighted with a red circle), 2. Submitted, 3. Approved, 4. Condition Review, 5. Clear to Close, 6. Docs, and 7. Funded. Below the progress bar is a summary card for Loan #: 12024040062, with fields for Borr: America, Ln Amt: \$250,400, LTV/CLTV: 59.619/60.334, DTI: 0.00/18.84, and Status: Exception Conditioned. Below the summary card is a "Conditions" section with a dropdown menu and filters for "SELECT CONDITIONS: Show All" and "SIGNED OFF: No". A table lists conditions with columns for Cond #, Added, Category, Description, and Signed Off. An orange button labeled "UPLOAD CONDITIONS HERE" is positioned above the table. Below the table is an "Upload Conditions" section with a dropdown menu.

Cond #	Added	Category	Description	Signed Off
DGRLW9W	4/4/2024	PTD	12 months or reserves required and tax lien to be PIF at or before closing	No
DGRLLRP	4/4/2024	PTD 500: APPRAISAL/PROPERTY	Loan amount below \$1.5 million. Desk Appraisal Review to be ordered by Champions Funding LLC.	No
DGRLLRN	4/4/2024	PTD 900: COMPLIANCE/DISCLOSURE	If borrower e-signed initial disclosures: Underwriter to separate out ITP form from the initial disclosures. If borrower did not e-sign initial disclosures: Broker to provide email verifying the date the verbal ITP was obtained from the borrower.	No
DGRLRRR	4/4/2024	PTF CLOSER	If loan does not close by xx/xx/xx, proof of "enter month" payment(s) will be required.	No

Status: Exception Conditioned

Upload Conditions Here

After clicking the upload icon, upload your file.

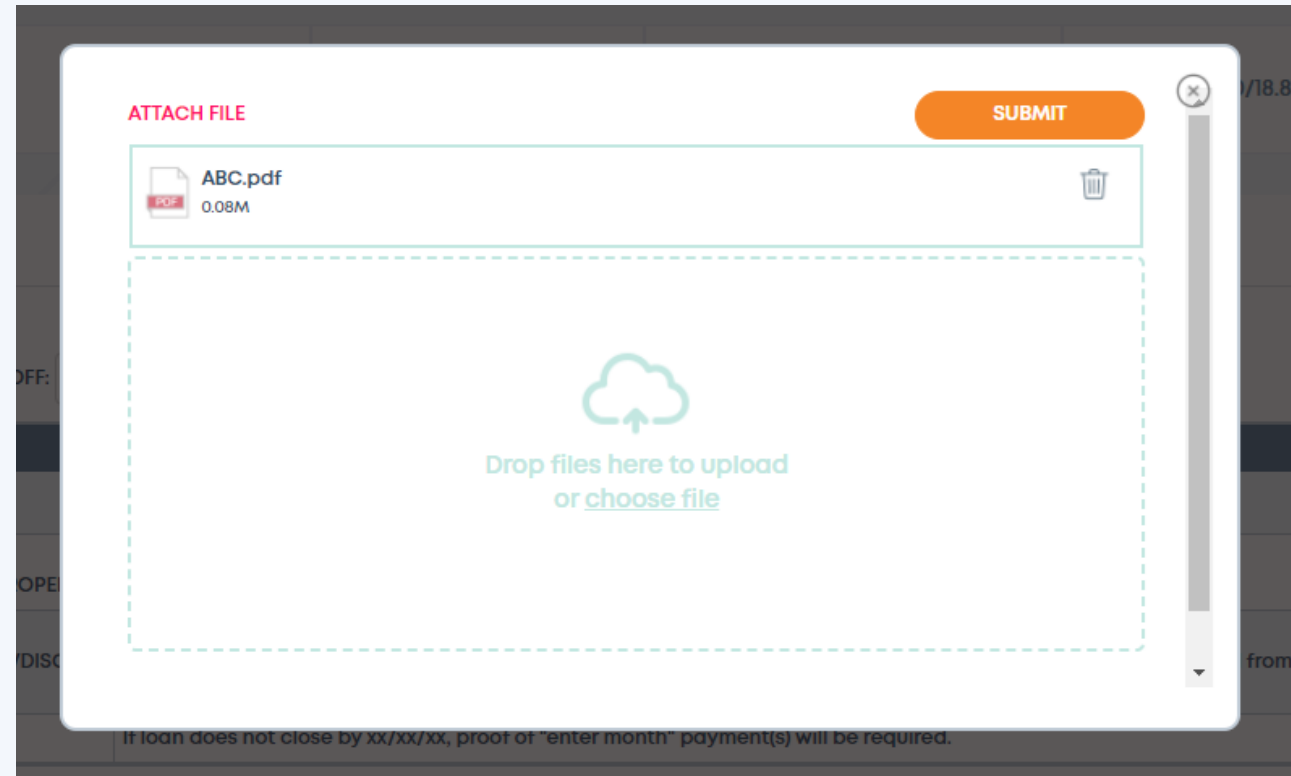


Exception Request Process

Submitting Docs



After adding a file, click the **SUBMIT** button at the top or bottom of the upload popup.



Exception Request Process

Exception Approved



- When Champs has approved the exception, the loan's status changes to **"Exception Approved"** and the broker is able to float & continue even if their chosen loan product is ineligible.
- The broker will receive an email each time the exception status changes asking them to view the update in HERO.

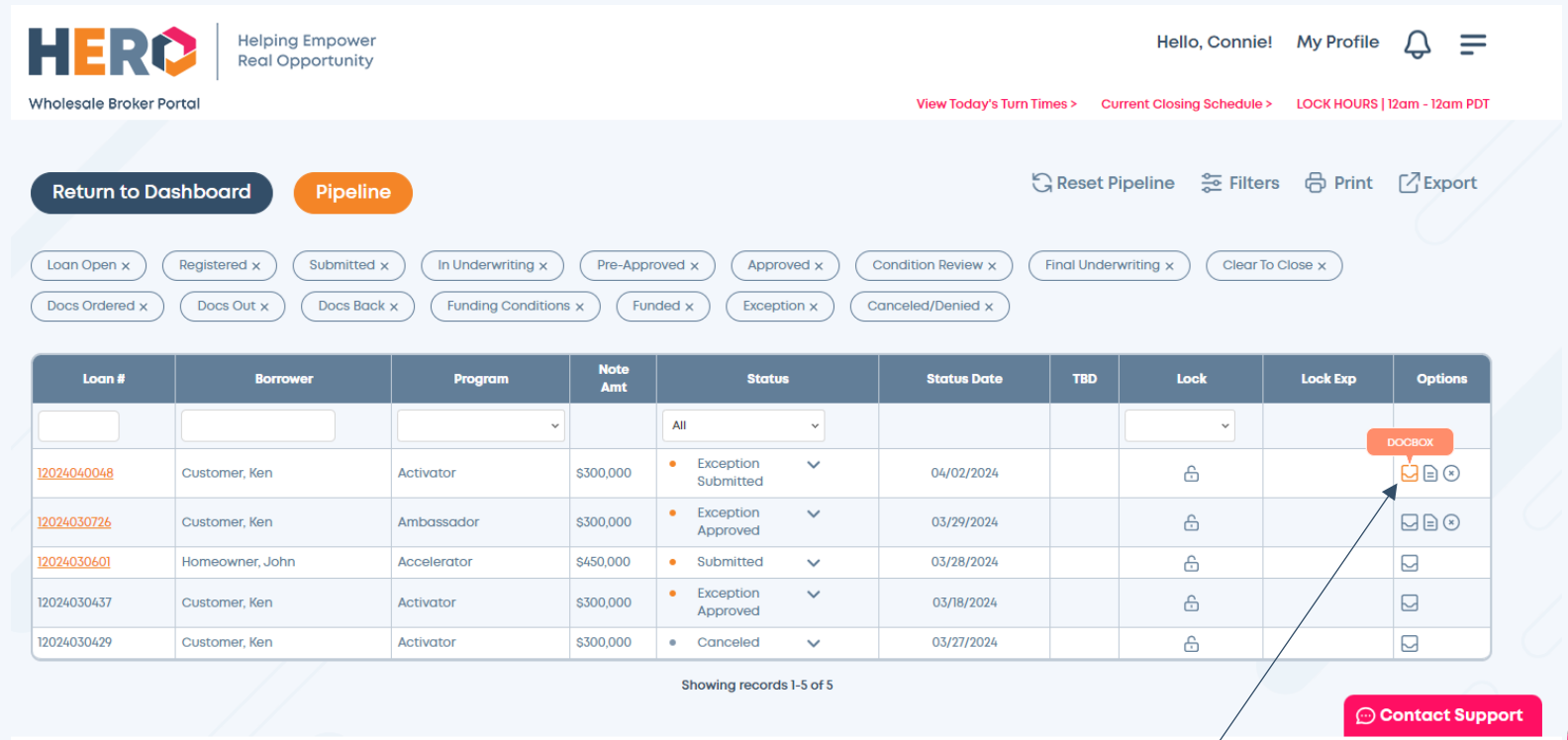
The screenshot shows the HERO loan dashboard for loan # 12024040102. The loan status is 'Exception Approved'. The 'Product & Pricing' section includes fields for Occupancy (Investment), Loan Product (Accelerator), Loan Purpose (Purchase), Attachment Type (Detached), Property Type (4 Units), First Time Investor? (1st Time Investor), Loan Term (30 Years), Amort Type (5/6 ARM), Lock Days (30 Days), Gross Monthly Rent (\$8,728.60), # of Financed Properties (2), Loan FICO (636), Loan Amount (\$450,000), Property Value (\$735,000.00), Purchase Price (\$735,000.00), Borrower Paid Comp (0 % + \$ 0), Reserves Months (48+ months), Imponds (checked), Rural Housing (unchecked), 2nd Financing Amt, LTV / CLTV (61.225/61.225), Doc Type (DSCR), Interest-Only (unchecked), Foreign National (unchecked), Credit Seasoning (N/A), Housing Event (N/A), Tradelines (Other/None), and PPP Term (5 Year 5% fixed). A 'Save & Price' button is visible. Below this, the 'Eligible Loan Programs & Rates as of 4/4/2024 3:43 PM Pacific' section states there are no eligible programs. The 'Ineligible Loan Programs' section shows a table with one row: PROGRAM: BPACC 5/6 SOFR ARM 5 YR PPP; REASONS: INELIGIBLE TRADELINE OPTION SELECTED, FIRST TIME INVESTOR: MIN FICO 680, MIN FICO 640, PUR: LTV, CLTV, SCORE AND/OR LOAN AMT REQUIREMENTS NOT MET. A 'Float & Continue' button is at the bottom right.

Status: Exception Approved

Exception Request Process

DocBox

- **TIP:** The broker can see the generated Exception request PDF in DocBox.



The screenshot shows the HERO Wholesale Broker Portal interface. At the top, it says "HERO Helping Empower Real Opportunity Wholesale Broker Portal". On the right, it says "Hello, Connie! My Profile" with a bell icon and a menu icon. Below this, there are links for "View Today's Turn Times", "Current Closing Schedule", and "LOCK HOURS | 12am - 12am PDT".

The main area has two buttons: "Return to Dashboard" and "Pipeline". To the right are "Reset Pipeline", "Filters", "Print", and "Export". Below these are several filter buttons: "Loan Open x", "Registered x", "Submitted x", "In Underwriting x", "Pre-Approved x", "Approved x", "Condition Review x", "Final Underwriting x", "Clear To Close x", "Docs Ordered x", "Docs Out x", "Docs Back x", "Funding Conditions x", "Funded x", "Exception x", and "Canceled/Denied x".

The main content is a table with the following columns: Loan #, Borrower, Program, Note Amt, Status, Status Date, TBD, Lock, Lock Exp, and Options. The table contains 5 rows of data:

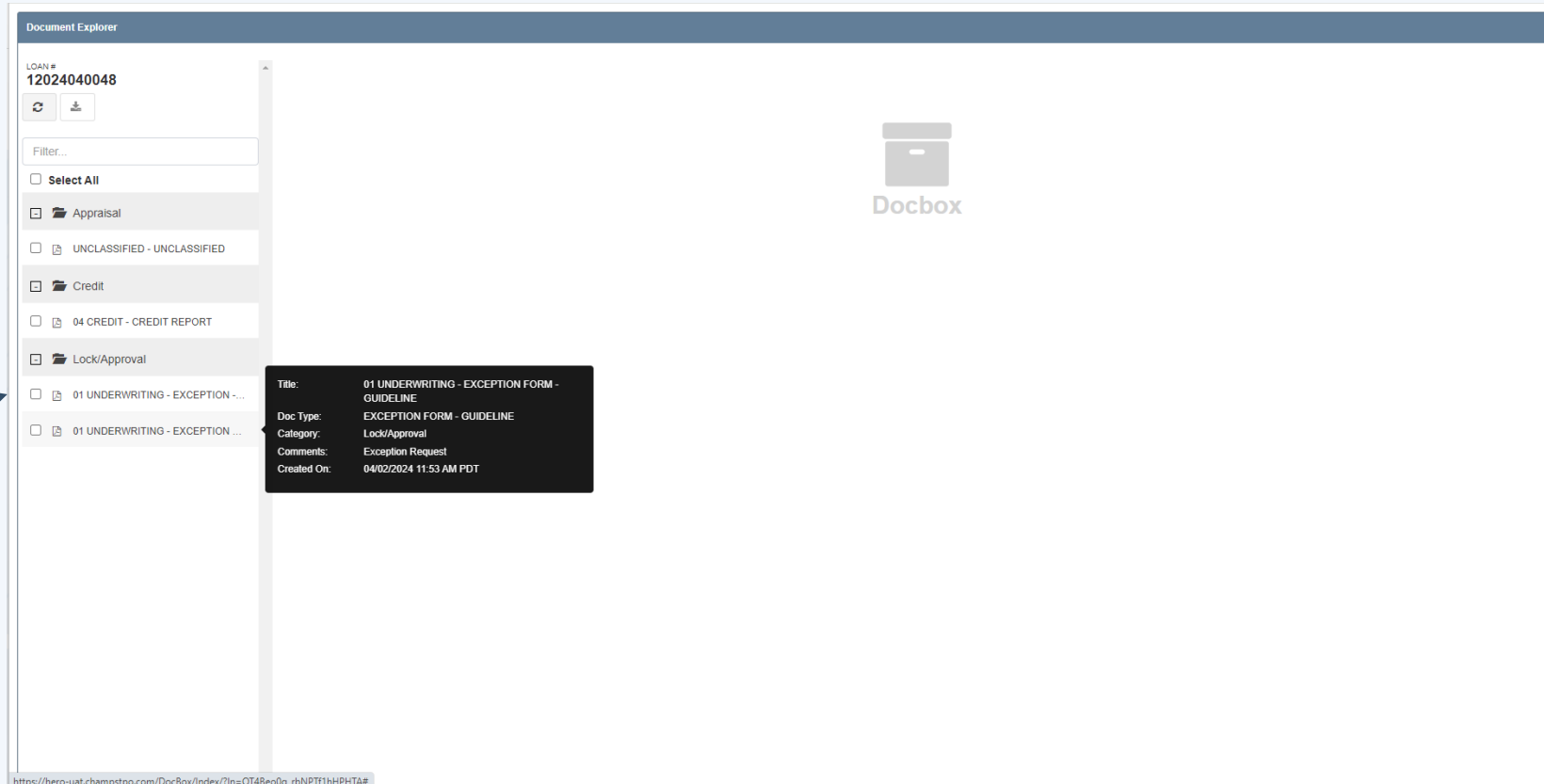
Loan #	Borrower	Program	Note Amt	Status	Status Date	TBD	Lock	Lock Exp	Options
12024040048	Customer, Ken	Activator	\$300,000	Exception Submitted	04/02/2024		🔒		📄 📄 📄 DOCBOX
12024030726	Customer, Ken	Ambassador	\$300,000	Exception Approved	03/29/2024		🔒		📄 📄 📄
12024030601	Homeowner, John	Accelerator	\$450,000	Submitted	03/28/2024		🔒		📄
12024030437	Customer, Ken	Activator	\$300,000	Exception Approved	03/18/2024		🔒		📄
12024030429	Customer, Ken	Activator	\$300,000	Canceled	03/27/2024		🔒		📄

Below the table, it says "Showing records 1-5 of 5". At the bottom right, there is a "Contact Support" button.

Access DocBox Here

- It'll be in there as **01 UNDERWRITING - EXCEPTION FORM - GUIDELINE.**

01 UNDERWRITING - EXCEPTION FORM - GUIDELINE located here.



Document Explorer

LOAN # 12024040048

Filter...

- Select All
- Appraisal
- UNCLASSIFIED - UNCLASSIFIED
- Credit
- 04 CREDIT - CREDIT REPORT
- Lock/Approval
- 01 UNDERWRITING - EXCEPTION - ...
- 01 UNDERWRITING - EXCEPTION ...

Docbox

Title: 01 UNDERWRITING - EXCEPTION FORM - GUIDELINE
Doc Type: EXCEPTION FORM - GUIDELINE
Category: Lock/Approval
Comments: Exception Request
Created On: 04/02/2024 11:53 AM PDT

https://hero-uat.champstpo.com/DocBox/Index/?ln=QT48eo0q_rbNPTf1HHPHTA#

Exception Request Process

Post-Submission Exception Requests



- If a loan has been submitted to underwriting, underwriting will add a condition that says “***** EXCEPTION APPROVAL REQUIRED *****”.
- The broker needs to click the **upload icon** for that condition, and then they’ll see the same exception request form popup.

Conditions

SELECT CONDITIONS: Show All SIGNED OFF: No

Cond #	Added	Category	Description	Off
DGRWDRH	4/18/2024	AUS	*****EXCEPTION APPROVAL REQUIRED***** Current loan terms are not final until exception has been formally approved. Exception approval for the following is required: 1. 2. 3. Once the following documentation has been received, loan must be submitted for exception review: 1. 2. 3.	No

SUBMIT EXCEPTION DETAILS HERE



Submit Exception Details Here

Guideline Exception Request

This will submit an Exception Request Form to Champs. You may be asked for the credit report and any additional relevant documentation such as Asset Statements, Income Documentation, Appraisal, Listing, Letter of Explanations, etc., to support the exception request and compensating factors. If exception is approved, loan may be subject to exception-based pricing.

Is Appraisal Available? Yes No

DTE: 23

Exception Request Summary

abcdefg

Compensating Factors

Thank you

By submitting this exception request, broker certifies that the information provided is accurate and complete, that no critical information has been withheld, and that any changes to the information provided could change the decision upon re-review. In addition to any required documentation, please provide any additional documentation to support the exception request. If exception is approved, any change to the parameters listed on this approval requires the loan be returned to credit risk for review and decision could change.

I Agree, Send Request