

HERO Broker Portal Training:

Exception Request Process





Click topic and jump to a section.

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

- o <u>Pre-Submission Exception Requests</u>
- o <u>Post-Submission Exception Requests</u>



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.

t Submitted	Submitted	Approved	Condition Review	Clear to Cle	bose Doc	s Func	led	b L		
Loan #: 12024	050203	Borr: America	Ln Amt: \$250,400	LTV/CLTV:	59.620/59.620	DTI: No Ratio	Status: Loan Ope	n		
oduct & Pricin	g							~		
Occupancy:	Primary Residence	✓ Loan Term:	30 Years 🗸	Loan Amount:	\$250,400	2nd Financing Amt:				
Loan Product:	Ally	Amort Type:	Fixed ~	Property Value:	\$420,000	LTV / CLTV:	59.620/59.620			
Loan Purpose:	Refinance Cashout	Lock Days:	30 Days 🗸	Borrower Paid Comp:	0 %+\$ 0	Doc Type:	No Ratio 🗸			
Attachment Type:	Attached	 # of Financed Properties: 	2	Reserves Months:	48+ months	 Credit Seasoning: 	N/A 🗸			
Property Type:	Condo	Loan FICO:	7777	Cashout:	\$100.00	Housing Event:	>=12 Months 🗸			
				Delayed Financing:			Save & Price			
igible Loan Pro	ograms & Rates a	rs of 5/8/2024 1:51 AN	1 Pacific					~		
There are no eligible	programs for your loan. S	ee reasons below and make o	corrections in the pricing fields o	ibove.						
lf you still need assist	ance, contact your AE.									
eligible Loan F	Programs							~	"R	equest Guideli
PROGRAM					REASONS				E	xception" butto
CALLY 30 YR FIXED			HOUSING EVENT >=	48 MONTHS REQUIRED					/	

Request Guideline Exception



Clicking the **"Request Guideline**

Exception" button will show this popup where the broker can submit the request form.

Guideline Exception Request											
This will submit an Exception Request Form to Champs. You may be asked for 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, Ioan may be subject to exception-based pricing.											
Is Appraisal Available? 🔞 Yes 🔿 No											
Enter the Exact Guideline that needs an exception:											
Explain why the borrower cannot meet the guideline, what they can meet, etc.											
Compensating Factors: †											
Min Reserves Required (mos): Borrower's Reserves (mos):											
Min FICO: Borrower's FICO:											
Max LTV:	Max LTV: Current LTV:										
Max DTI:	Current DTI:										
Years of Clean Housing:											
Other Compensating Factors: †											
+ Compensating factors are loan parameters	hat lower exception risk.										
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 Submitted



Loan statu

"Exceptio

langes to	HER	HERO Helping Empower Real Opportunity						Hello, Connie! My Profile 🗘 🚍				
ubmitted"	Wholesale Broker	imes > Cur	es > Current Closing Schedule > LOCK HOURS 12am - 12am PDT									
idinitted .	Return to Dashboard Pipeline Loan Open x Registered x Submitted x In Underwriting x Pre-Approved x Docs Ordered x Docs Out x Docs Back x Funding Conditions x Funded x					Condition Review x Final Underwriting x Clear To Close x unded x Exception x Canceled/Denied x						
	Loan #	Borrower	Program	Note Amt	Status	Status Date	TBD	Lock	Lock Exp	Options		
				~	Ali ~			~				
us: Exception Submitted	12024040048	Customer, Ken	Activator	\$300,000	Exception Submitted	04/02/2024		6				
	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		6				
	12024030429	Customer, Ken	Activator	\$300,000	• Canceled 🗸	03/27/2024		£				
					Showing records 1-5 of 5				Ø	Contact Supp		
	Powered by		Company	Contact Us	Contact Us For Customer Sup			pport/				
			About Products News Broker Forms & Guidelines State Licensing Broker Training		1.888.210.9881 clientcare@champstpo.com		Loa 1.855	Loan Payment Options 1.855.436.0977				

// .

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.



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CHAMPIONS

Upload Docs



After clicking the upload icon, upload your file.



Need help? Email Scenarios@ChampsTPO.com

Submitting Docs



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



Need help? Email Scenarios@ChampsTPO.com

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.

IERÒ	Helping Empo Real Opportu	nity			Hello, Conni	e! My Profile 🗘	=	
holesale Broker Portal				View Today's Turn Times	> Current Closing Schedule	LOCK HOURS 12cm - 12c	m PDT	
Deturn to Dineling								
etom to Pipeline								
Product & Pricing	1003	Loan Dashboard						
*								Status: Exception Appro
Not Submitted	Submitted	Approved	Condition Review	Clear to Close Do	xs Fund	ed 🛓	/	
						/		
Loan #: 12024	4040102	Borr: Homeowner	Ln Amt: \$450,000	LTV/CLTV: 61.225/61.225	DSCR: 2.6	Status: Exception Approv	ed	
Product & Pricin	g						~	
Occupancy	Investment	Y Loop Term-	30 Years	Logn Amount: \$450,000	2nd Financing Amt-			
occopancy.								
Loan Product:	Accelerator	Amort Type:	5/6 ARM	Property Value: \$735,000.00	LIV/CLIV:	61.225/61.225		
Loan Purpose:	Purchase	Lock Days:	30 Days 🗸	Purchase Price: \$735,000.00	Doc Type:	DSCR V		
Attachment Type:	Detached	Gross Monthly Rent:	\$8,728.60	Borrower Paid Comp: 0 %+\$ 0	Interest-Only:			
Property Type:	4 Units	# of Financed Properties:	2	Reserves Months: 48+ months	Foreign National:			
First Time Investor?:	1st Time Investor	 Loan FICO: 	636	Impounds: 🗹	Credit Seasoning:	N/A V		
Closing in Name of an Entity:			Reissue Credit >	Rural Housing:	Housing Event:	N/A 🗸		
					Tradelines:	Other/None 🗸		
					PPP Term:	5 Year 5% fixed 🗸		
						Save & Price		
						Save & Filce		
Fligible Logo Dr	arama ⁸ Dataa	an of 11/2001 7.17 D	A Daoifie					
Eligible Loan Pro	ograms « kates	as of 4/4/2024 5:45 Pi	W Pacific				×	
There are no eligible	programs for your loan	n. See reasons below and make	corrections in the pricing fields at	pove.				
If you still need assis	tance, contact your AE							
Ineligible Loan I	Programs						~	
PROGRAM				REASON	3		1	
BPACC 5/6 SOFR ARM	5 YR PPP		INELIGIBLE TRADELIN FIRST TIME INVESTOR	E OPTION SELECTED			/	
			MIN FICO 640 PUR: LTV, CLTV. SCOF	E AND/OR LOAN AMT REQUIREMENTS NOT MET				
						Float & Continue		

CHAMPIONS



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

HERG	Helping Empower Real Opportunity		Hello, Connie	My Profile	\$ ₽							
Wholesale Broker Po	ortal	View Today's Turn T	mes > Cui	12am - 12am PDT								
Return to Dashboard Pipeline 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												
Loan #	Borrower	Program	Note Amt	Status	Status Date	TBD	Lock	Lock Exp	Options			
<u>12024040048</u>	Customer, Ken	Activator	\$300,000	Exception Submitted	04/02/2024		Ê					
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Showing records 1-5 of 5												

Access DocBox Here







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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.

