



The OneSpan Frequently Asked Questions

Frequently Asked Questions

How will this impact Loan Officers?

- Loan Officer (LO) signatures will no longer be auto-stamped on disclosure documents. They will be required to complete the eSign process.
- A copy of the signed disclosures will only be available once both the loan officer, and all borrowers on the application have completed the signing process. Until then, loan officers can view a PDF of the unsigned disclosure package, but a fully signed version will not be accessible until all parties have signed.

Is the 'LO signature form' still needed?

- No, this form is no longer needed.
- If the LO has an existing signature image on file, it will only be appended to the cover letter and will not appear on any other disclosures moving forward.

What documents require a Loan Officer signature?

- The documents that require signatures in the initial, redisclosure and Initial Closing Disclosure (ICD) packages will vary based on state and product, requirements.
- The system is designed to automatically include any document that requires the Loan Officer's signature.
- Note: We only require a Loan Officer signature on one copy of the 1003. The 1003 has been removed from the ICD package. There is no requirement for the Loan Officer to sign the final 1003 (eSign or ink).

What happens if the loan is submitted, and the Loan Officer has not signed the initial disclosure package?

- If the LO has not signed, the loan will be held in registration until a signed 1003 is received, either through e-signature or a physical hand signature.
- An LO signed 1003 is required to move the loan forward to underwriting and continue processing the file.

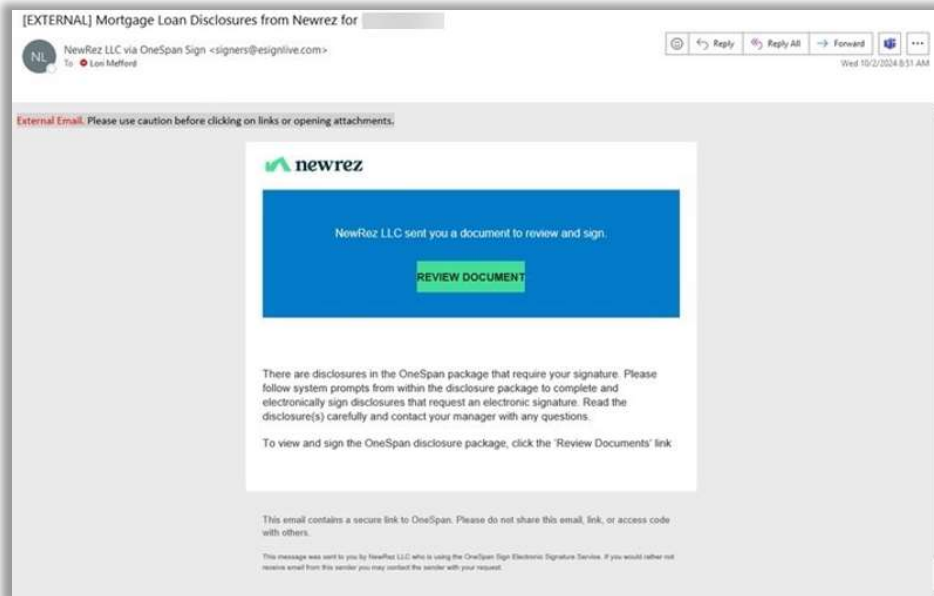
How is the Loan Officer and Borrower notified when they need to sign?

- eSignature disclosure packages will now be sent from "Newrez LLC via OneSpan Sign" [<signers@esignlive.com>](mailto:signers@esignlive.com)
- As a best practice, we recommend that email recipients add @esignlive.com to their safe sender list to ensure these emails are not directed to junk or spam folders
- The email subject line will include the name of the individual (either borrower or LO) who needs to complete the eSignatures

What is the subject line for WHOLESALE disclosure packages?

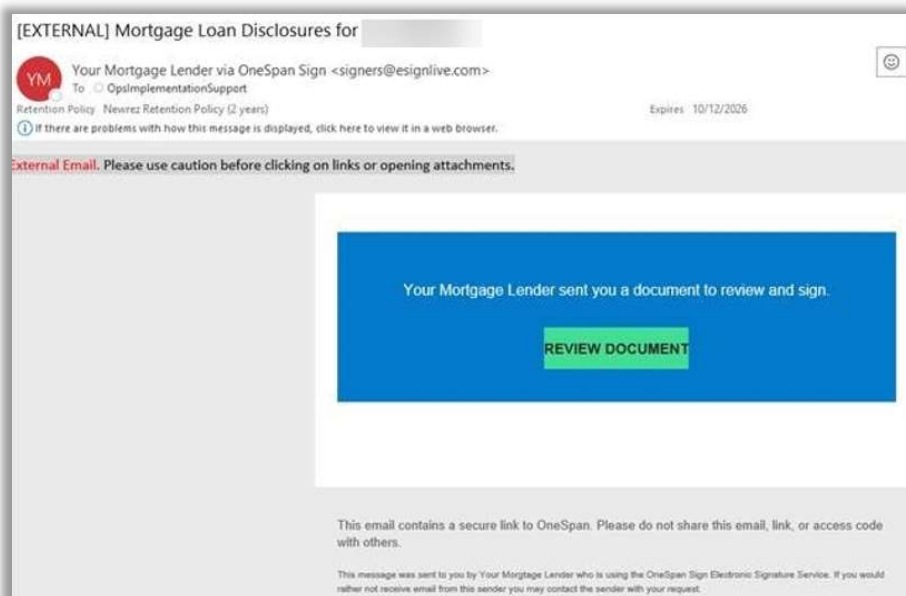
- The subject line will read "Mortgage Loan Disclosures from Newrez for [insert Individual's Name]":
- The name of the individual that appears in the subject line is the person who needs to complete the eSignatures (either the LO or the borrower).
- The loan number will not be included.

- Additionally, when Loan Officers (LOs) are e-signing packages, the borrower's name will not appear in the subject line or the body of the email



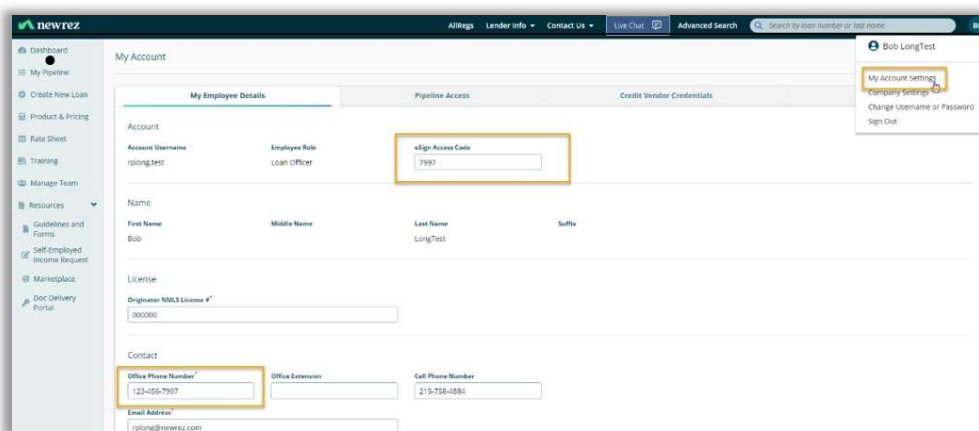
What is the subject line for NON-DELEGATED CORRESPONDENT LENDER/CL1 disclosure packages?

- The subject line will read "Mortgage Loan Disclosures for [insert Individual's Name]"
- The name of the individual that appears in the subject line is the person who needs to complete the eSignatures (either the LO or the borrower)
- Newrez LLC will not be referenced anywhere in the email
- The body of the email will state "Your Mortgage Lender..."
- It will be a generic message without reference to the non-delegated lender, loan number or borrower



Wholesale: What access code will our business partners use?

- The eSign access code is required for LOs to open and sign any electronic disclosure package
- The code is the same for all disclosure packages on every Newrez loan
- By default, the code is set to the last four digits of the LO's office phone number, which can be verified or updated within Blueprint. Changes to the eSign access code cannot be made in H2O.
- Account Executives or Internal Users can update the code by using the "View as Business Partner" feature and navigating to the LO's profile
- LO's can also update their own code by going to "My Account Settings" in the profile section (top right corner) of Blueprint



What steps should be followed if a recipient gets locked out of their disclosures?

- Recipients will get 6 attempts at entering their access code before they are locked out of the disclosures.
- Once locked out, the loan needs to be escalated to Online Support for the package to be unlocked.
- At this time there is no action that a user can take to unlock the package.

What does a digital e-signature look like?

- When the borrower or the LO eSigns, the signed disclosures will display the text "E-SIGNED by" followed by the person's name (either the borrower or the LO) and the date, if applicable.
- It does not show a handwritten or stylized signature; instead, the simple "E-SIGNED by" text serves as a valid and legally recognized e-signature.



Does the borrower have to sign all the disclosures?

- Most of the disclosures are required, but some are optional for the borrower to sign

How will I know if a disclosure is optional?

- Optional disclosures will display an “optional” note in the signature field, allowing the borrower to skip them



What happens if the borrower skips an optional disclosure?

- If any optional disclosures are skipped, a notification may appear prompting the borrower to confirm if they wish to proceed with unsigned optional disclosures.
- For key documents like the intent-to-proceed (ITP), the below notification will appear if skipped, reminding the borrower to confirm before moving forward; however, the notification does not appear for every optional disclosure.



What if a recipient declines to eSign the package?

- If any recipient of an application package declines to eSign, then the package can no longer be completed through e-signature
- In such cases, the system will display a “declined” status in the error message, and the package will be mailed via USPS.
- This requires all parties to complete wet signatures on the mailed package, regardless of whether others have already eSigned.
- For example, if an application includes two married borrowers, and one has already completed their e-signature, but the co-borrower declines, the entire package must be completed with wet signatures by all parties (including the LO).
- Once a decline occurs, eSign is no longer an option for that package.

How many emails or initial disclosure packages will the Loan Officer receive per loan?

- The number of emails sent to the Loan Officer is based on the number of applications. The Loan Officer will receive 1 email with the initial disclosure package per application.
- For example, if there are two joint borrowers on an application, the LO will only receive one email. However, if there are multiple unmarried borrowers on separate applications, the LO will receive an email for each application and will need to sign the disclosure package for each one.

How does the business partner complete the eSign process?

- Please access the job aid [here](#) for step-by-step guidance



How does a borrower complete the eSign process?

- Newrez Wholesale (formerly Caliber) > Resources > User Guides/Job Aids > **OneSpan Borrower Experience User Guide**

What happens if the disclosures need to be resent?

- Users should not “resend” disclosures within 10 minutes of the most recent “send” or “resend”. This will result in separate disclosure packages being delivered to all recipients and the possibility of completed disclosures not being returned to H2O.
- If disclosures need to be resent, only parties who have not yet signed will receive the new notification.
- You cannot select specific borrowers for the resend; instead, the system automatically targets those who still need to sign.
- This is a pick-up as it prevents unnecessary resends to those who have already completed their signatures.

What if the Loan Officer is out of the office and cannot complete the eSignatures?

- The Company does not permit any individual to sign on behalf of the loan originator who takes the application.



Record of Revisions

Revision Date:	Revision Reason:	Created By:	Approved By:	Effective Date:
10/21/2024	Create	Julianne Hutnyan, Lisa Natale	Julianne Hutnyan	11/8/2024

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