



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 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 LO 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

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

Does Registration require a physical copy of the LO signed 1003?

- Registration can proceed with the loan submission even if a physical copy of the signed 1003 form is not yet available if the LO successfully signed it electronically.

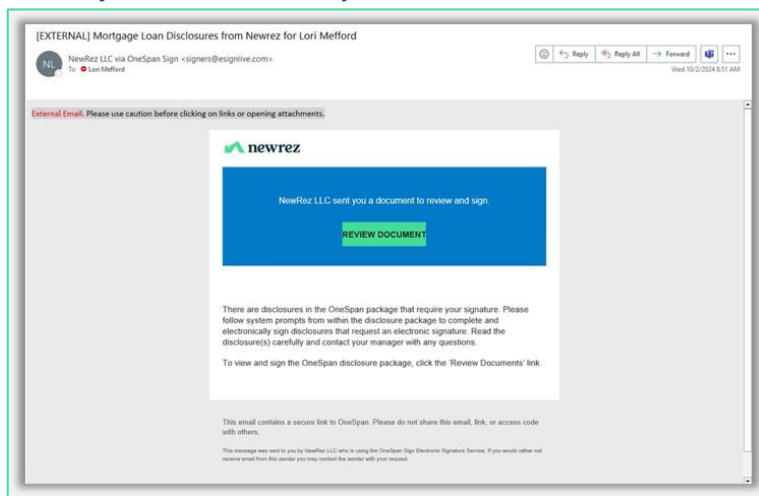


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- If eSigned, Registration will review the **Disclosure Request Communication Log** in H2O to verify the status of the LO's signature on the package.
- If the status shows "completed" with a signed date, Registration will accept it.

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.

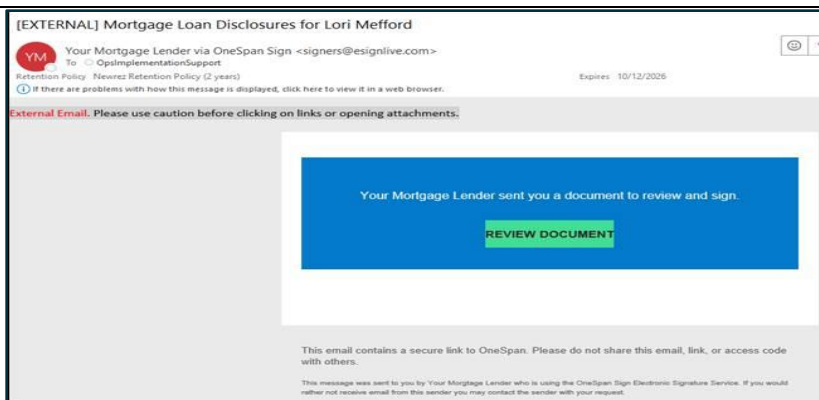


What is the subject line for **NON-DELEGATED CORRESPONDENT LENDER/CL1** disclosure packages?

- 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.

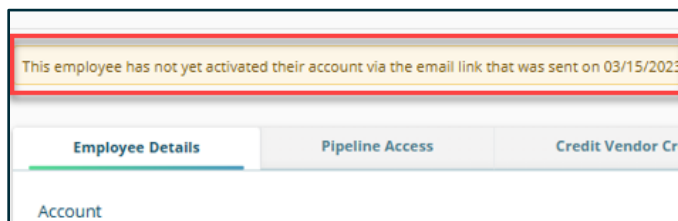


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Wholesale: What access code will our business partners use?

- 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 at the time the profile was created. The accuracy of this code depends on the information entered during profile creation. If an incorrect or placeholder phone number was used initially, the access code will reflect the last four digits of that incorrect number.
- The access code is generated only once, at the time the LO's profile is created. If the LO's office phone number changes later, the code does **not** update.
- Changes to the access code can only be made in Blueprint, not in H2O.
- Account Executives or Internal Users can update the code by using the **"View as Business Partner"** feature to view as the BP admin and navigate to the LO's profile. However, this update can only be made if the LO has already activated their profile. If the LO's profile displays the message "This employee has not yet activated their account via the email link that was sent on [date]," then internally, we are unable to edit or change the access code.



- LOs can also update their own code by going to **"My Account Settings"** in the profile section (top right corner) of Blueprint.



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What happens if the user changes their access code?

- If the LO changes its eSign access code, the new code will only apply to disclosure packages sent **after** the change.
- For any disclosure packages that were sent before the access code change, the previous access code must be used to open them.
- The updated access code will not work on previously sent disclosure packages; it only applies to disclosure packages sent after the code is updated.

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 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.

Wholesale: How do I know if an LO's access code was changed?

- An audit history is maintained for each LO's eSign access code, allowing internal users to view previous values and changes.
- To check the prior access code, go to H2O, navigate to **Client Admin**, and locate the LO's profile. Click the **Audit** tab and then look under **Employee Translog** for the eSign access code history.
- There, you'll find details including the user who changed the code, the date and time of the change, and both the previous and new values for the access code.
- This audit log provides a clear record of any updates made to the eSign code.



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Employee Translog

User	Time Occurred	Previous Value	New Value	Field
	11/13/2024 @ 1:53:39 PM	1115	0424	ESignAccessCode

Does the borrower have to sign all the disclosures?

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

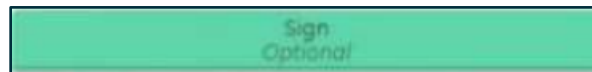
What does digital e-signature look like?

- 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.



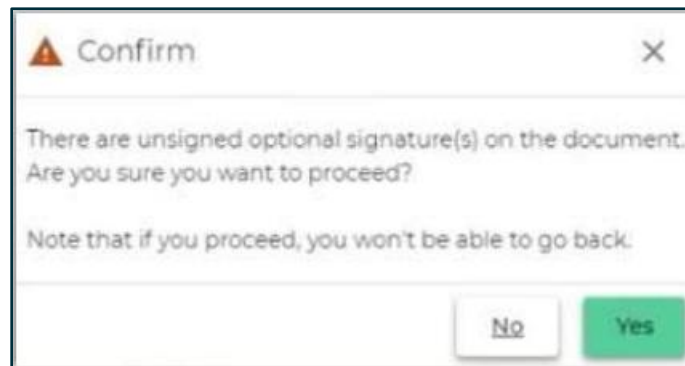
How will I know if a disclosure is optional?

- 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.



Wholesale: How does the Broker complete the eSign process?

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

How does a borrower complete the eSign process?



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- [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



Record of Revisions

Revision Date:	Revision Reason:	Created By:	Summary of Changes
10/21/2024	Create	Julianne Hutnyan, Lisa Natale	Create
11/11/2025	Updated	Lisa Natale	Updated for 2025 Marketing and new links for new Rezhub