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NavPros offers contract services provided by a knowledgeable, experienced team of mortgage professionals. Work streams are load balanced and files are routed to resources with skills aligned to file types and complexity. Advanced business logic along with highly automated workflow ensures that deadlines are met with quality results. These processes result in superior service levels and assist with growing a lender's loan production.

Fulfillment services provide lenders with higher levels of loan quality with a transaction cost that is tied to loan production. Often times mortgage bankers and financial institutions are very proficient at originating loans but find the loan delivery process challenging. NavPros services can be used to compliment your existing team and define a process that keeps regulators, auditors and investors satisfied with loan quality.

ROI is clear and immediate. NavPros eliminates back office HR expenses, operation costs and unused capacity overhead. With improved loan quality, fees from mistakes and regulatory management are substantially eliminated. By focusing management resources on loan production and business growth, revenues and profits increase.

NavPROS CONTRACT SERVICES



SUPERIOR SERVICE
HIGHLY COMPLIANT
COST EFFECTIVE
SCALABLE

NavPros can support back office staffing solutions for the following activities:

- **Loan Origination** - NavPros supports call center staff and online tools that support a Private Label process for taking loan applications. Origination services typically include applicant communications for structuring, pricing and establishing borrower documentation requirements.
- **Loan Processing** - This service includes file set-up, loan disclosure completion, verification services and preparation for underwriting. Our team combines experienced staff with assistants to ensure loans are reviewed timely and accurately.
- **Loan Underwriting** - Loan Underwriting is completed by reviewing and following Fannie Mae® Desktop Underwriter/Desktop Originator or Freddie Mac® Loan Prospector Findings. Thresholds for LTV, debt ratio, credit score and other unique program requirements can be set by the lender for customized control and optimal convenience.

- **Loan Closing/Funding** - This service provides validation of lender fees, document preparation and the review of all signed documents before the loan is funded, to ensure completeness and accuracy. Closing conditions are coordinated along with the borrower signing.
 - **Shipping/Interim Servicing/Balancing** - Signed loan files are combined with the credit package and delivered to the investor. Loan purchase conditions are tracked and cleared to ensure timely loan purchase. Loans are balanced to accurately track fee income, investor fee, warehouse line expenses and interim servicing payments are accounted for.
 - **Post-Closing/Loan Insuring** - Trailing documentation for purchased loans is tracked and proactively followed up on. FHA loan and VA loan documentation is completed, organized, submitted and tracked to the appropriate government agencies.
 - **Pre-Funding Reviews** - Third party reviews can be completed to validate accuracy of information and completeness of loan data. These reviews can be completed before documents are prepared and prior to funding as a final Quality Control step.
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How do we do it?

NavPros offers lenders access to proprietary tools designed to assist in the processing of mortgage loans. These software and web-based tools gather data and images using business logic algorithms that streamline the loan process for our customers and facilitate remote collaborations with them throughout the entire transaction. Additionally, lenders are assigned to a team so that communication is easy and processes can be refined in a customized fashion.

NavPros offers two options to support lenders in need of contract services:

Option 1 - Lenders upload their information to NavPros Online Portal to request support.

- Lenders may use their own loan origination software, but are provided with an online portal that allows for data and images to be uploaded as needed. With this option, all communication between the lender and NavPros will take place via the online portal.
- When the lender uploads a new file to the portal, the NavPros team is notified immediately and will review files for completeness and accuracy before proceeding to the next step in the process.
- Status reports are available anytime in the portal and monthly summary reports showing key lender metrics and loan profitability are delivered via e-mail to the management team.

Option 2 - Lenders use NavPros Loan Origination System; we support specific tasks.

- Lenders utilize NavPros web-based loan origination or point of sale system to originate and optionally process loans. Documentation is then stored within the LOS virtual file.
- Once the loan status and documentation in the system satisfy the requirements for the support services provided by NavPros, the loan automatically goes into the support team's work queue.
- NavPros staff collaborates with the lender's designated contacts to provide closing, shipping, loan balancing, insuring services and/or loan audits.
- Status reports are available online through the LOS, and monthly summary reports showing key lender metrics and loan profitability are delivered via e-mail to the management team.

No matter which option you choose, taking advantage of contract services from NavPros can help your business streamline its loan writing processes, deliver higher quality loans and maintain consistent compliance. When our work together is done, you will have a complete report to assist with future decision-making. If you are interested in our NavPros contract services, please contact us to request a complimentary consultation. To see the NavPros difference for yourself, contact us today to request a complimentary demo of our services!

See the difference - Call for a demo today!

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Superior People, Processes and Technology