



EMAILING A LOAN

If you have a CALYX POINT:

- Open Point File
- Under File Menu, choose "Email"
- Choose Email Point Data File
- If you choose to enter a password – please include email.
- Select "Sent To"
- Your email screen will launch
- Send via email to your Account Executive

If you have any OTHER PROGRAM:

- Open Loan File
- Under File Menu choose "Export"
- Choose Export "FannieMae 3.0", or "FannieMae 3.2"
- Save the document to where you can find it
- Open your email software and attach that file
- Send via email to your Account Executive

LETTER OF EXPLANATION (LOE)

The importance of the LOE should not be overlooked, especially in the situation of a cash out or a loan that will result in higher monthly payments. We need to clearly establish the benefit to the borrower

An outline of key elements might include:

- What happened to cause the current situation?
- What is/has been done to rectify the situation?
- How has the situation actually improved?
- For cash out: In detail, what is the cash out needed for and how will it improve the borrower's situation?
- Show the borrower's acknowledgment of the old and new payment and how the borrower will be able to make the new payments?
- How will the loan benefit the borrower?

This is to be a letter from and signed by the borrowers.