Vesta triggers for event-based emails

See below for an explanation of the workflow in vesta behind a borrower-facing event-based email, as well as screenshots of the configuration for review.

Frozen Credit Report

1. In the event that the credit report returns credit scores that are frozen, Multiply will automatically send an email to the borrower letting them know that they have scores frozen, and include detailed instructions for unfreezing the scores with each credit bureau.

Subject Line: Unfreeze Credit

Hi {borrower_first_name},

Thank you for submitting your mortgage application! As part of the loan process, we need access to your credit report. However, it appears your credit is currently frozen with one or more credit bureaus, which is preventing us from moving forward.

To avoid any delays, please unfreeze your credit with all three major bureaus as soon as possible and keep unfrozen until your loan is finalized.

If you used a third-party service to freeze your credit, you'll need to contact them directly to assist with lifting the freeze.

How to Unfreeze Your Credit

1. Visit the credit bureau's Credit Freeze page.
2. Log in or create an account if you haven't already.
3. Enter your PIN and password if prompted.
4. Choose to either completely remove the freeze, or if you prefer a temporary lift, please allow enough time to complete the loan process.

Credit Bureau Contact Information

Experian: Website | 888-397-3742

Equifax: Website | 800-349-9960

TransUnion: Website | 888-909-8872

Online requests are usually processed in under an hour. Phone or mail requests may take up to 3 business days.

Once you've successfully completed the unfreeze process, please let me know so we can continue with the next steps.

Thank you, and don't hesitate to reach out if you have any questions.

-{MLO first name}

Purchase contract received

1. In vesta, this email is triggered when the LO or processor uploads the purchase contract to the loan file (or once a purchase contract is present on the file). This is configured in

the form of a document-required task, specific to the purchase contract document. Once the correct document is uploaded and the LO or processor completes the task (i.e. hits the submit button), an email will go out to the borrower. The task can also auto-complete if the LO uploads the purchase contract directly to the loan file (and correctly classifies it as a purchase contract).

Appraisal ordered

<mark>IF YOU DO NOT WANT THIS EMAIL TO GO OUT TO THE LISTING AGENT, YOU MUST WAIT TO ADD THEIR CONTACT INFORMATION IN THE VESTA CONTACTS</mark>

1. For Conventional/FHA/USDA loans, this email is triggered when the 1) processor orders appraisal and 2) AMC details are populated. This is configured as an Instructions task which guides the processor to the screen where they will order appraisal via our Reggora implementation.
2. For VA or brokered loans, appraisal is ordered externally. There is a separate instructions task asking the processor to 1) ensure that the borrower has paid, then 2)

upload appraisal XML or input manually into vesta, and 3) enter AMC details. Once the processor completes the steps and submits the task, an email will go out to the borrower.

OBJECTIVE

⚙ **Order appraisal**

⊘ Anna Wu (Me)

Tasks 1   Notes   History

Order appraisal
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

[Start]

Cancel   Unable to complete   **Submit**

▣ **Order appraisal (0/2)**

Order appraisal   ▢ 0

[Loan] 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

☐ Order appraisal

↗ **Subject property**

☐ Input appraisal management company details

↗ **Contacts**

+ **Add note**

Back to objective   Submit

Appraisal received

<mark>**IF YOU DO NOT WANT THIS EMAIL TO GO OUT TO THE LISTING AGENT, YOU MUST WAIT TO ADD THEIR CONTACT INFORMATION IN THE VESTA CONTACTS**</mark>

The vesta workflow for this email consists of three tasks: "Upload appraisal docs", "Process appraisal reports" and "Confirm appraised value is greater than or equal to sales price". The borrower email is triggered by the completion of the second task, after the processor reviews the appraisal report and confirms that the appraised value meets or exceeds the expected value of the subject property. This only applies if the appraised value is equal to or greater than the sales price or estimated value.

1. Upload appraisal docs is a document-required task for the processor to upload the appraisal reports.

2. Process appraisal reports is a document processing task for the processor to correctly categorize and classify the document that they uploaded.
3. The final task is an instructions task for the processor to confirm that the appraised value meets or exceeds the expected value. Completing this task indicates yes to the question, which triggers an email to the borrower notifying them that we've received appraisal.
4. Wholesale: Processor must submit Instructions task with confirmation that wholesaler has reviewed and approved appraisal.

OBJECTIVE
◌ **Review appraisal docs**
⊘ Anna Wu (Me)

Tasks 1   Notes   History

Process appraisal reports
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215   Start

Cancel   Unable to complete   **Submit**

Process appraisal reports   Loan 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215   ⧉ Open loan

Appraisal   Uploaded

Fields   Notes

Process document
Please review the document and verify or enter the correct information.

Is this an acceptable Appraisal for Loan 1113141 - Test? *
○ Yes
○ No

Back to objective   **Submit**

Uniform Residential Appraisal Report
File # Abc12345

The purpose of this summary appraisal report is to provide the lender/client with an accurate, and adequately supported, opinion of the market value of the subject property.

Property Address 123 Main Ave   City Any City   State MA   Zip Code 20109
Borrower Daniel Sample   Owner of Public Record Michael sample   County Washington
Legal Description Lake township range sector 38 N-13E-9
Assessor's Parcel # 98-76-54-32-10   Tax Year 2017   R.E. Taxes $ 3800.00
Neighborhood Name James Sample   Map Reference 987654   Census Tract 6900.00
Occupant ☐ Owner ☐ Tenant ☑ Vacant   Special Assessments $ 0.00   ☐ PUD   HOA $ 0   ☐ per year ☐ per month
Property Rights Appraised ☑ Fee Simple ☐ Leasehold ☐ Other (describe)
Assignment Type ☐ Purchase Transaction ☐ Refinance Transaction ☑ Other (describe) Market Value
Lender/Client Sprout mortgage   Address 321 Main Street, Any City MA 20338
Is the subject property currently offered for sale or has it been offered for sale in the twelve months prior to the effective date of this appraisal? ☐ Yes ☑ No
Report data source(s) used, offering price(s), and date(s). MRE

I ☐ did ☑ did not analyze the contract for sale for the subject purchase transaction. Explain the results of the analysis of the contract for sale or why the analysis was not performed.

Contract Price $ 362000 Date of Contract   Is the property seller the owner of public record? ☐ Yes ☐ No Data Source(s)
Is there any financial assistance (loan charges, sale concessions, gift or downpayment assistance, etc.) to be paid by any party on behalf of the borrower? ☐ Yes ☐ No
If Yes, report the total dollar amount and describe the items to be paid.

Note: Race and the racial composition of the neighborhood are not appraisal factors.

Neighborhood Characteristics	One-Unit Housing Trends	One-Unit Housing	Present Land Use %

Uniform Residential Appraisal Report

File # Abc12345

The purpose of this summary appraisal report is to provide the lender/client with an accurate, and adequately supported, opinion of the market value of the subject property.

Property Address 123 Main Ave	City Any City	State MA	Zip Code 20109
Borrower Daniel Sample	Owner of Public Record Michael sample		County Washington

Legal Description Lake township range sector 38 N-13E-9

Assessor's Parcel # 98-76-54-32-10   Tax Year 2017   R.E. Taxes $ 3800.00

Neighborhood Name James Sample   Map Reference 987654   Census Tract 6900.00

Occupant ☐ Owner ☐ Tenant ☑ Vacant   Special Assessments $ 0.00   ☐ PUD   HOA $ 0   ☐ per year ☐ per month

Property Rights Appraised ☑ Fee Simple ☐ Leasehold ☐ Other (describe)

Assignment Type ☐ Purchase Transaction ☐ Refinance Transaction ☑ Other (describe)   Market Value

Lender/Client Sprout mortgage   Address 321 Main Street, Any City MA 20338

Is the subject property currently offered for sale or has it been offered for sale in the twelve months prior to the effective date of this appraisal? ☐ Yes ☑ No

Report data source(s) used, offering price(s), and date(s).   MRE

I ☐ did ☑ did not analyze the contract for sale for the subject purchase transaction. Explain the results of the analysis of the contract for sale or why the analysis was not performed.

Contract Price $ 362000 Date of Contract   Is the property seller the owner of public record? ☐ Yes ☐ No Data Source(s)

Is there any financial assistance (loan charges, sale concessions, gift or downpayment assistance, etc.) to be paid by any party on behalf of the borrower? ☐ Yes ☐ No
If Yes, report the total dollar amount and describe the items to be paid.

Note: Race and the racial composition of the neighborhood are not appraisal factors.

Neighborhood Characteristics	One-Unit Housing Trends	One-Unit Housing	Present Land Use %

Is this an acceptable Appraisal for Loan 1113141 - Test? *
◉ Yes
◯ No

Subject property address*
▾ 6 fields   ✓ ✕

Address	10 1/2 10th Ave E
Apt/Unit/Suite	---
City	Polson
State	Montana
Zip code	59860-3215
County	Lake County

Field is missing verification

Appraised value*
$

Field is required

Effective date of appraisal*
mm/dd/yyyy   🗓

Field is required

Purchase price*
$

Field is required

Back to objective | Submit

OBJECTIVE

⟳ **Review appraisal docs**

⊘ Anna Wu (Me)

Tasks 1   Notes   History

Process appraisal reports   ✓
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

Appraisal value meets or exceeds expected value?   Start
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

Cancel   Unable to complete   Submit

Closing disclosures sent

In vesta, the trigger workflow depends on the loan channel: broker vs. retail.

1. For a brokered loan, there is an instructions task called "Order Closing Disclosures in investor site". The instructions specify that the processor must submit/complete this task after they've ordered disclosures in the investor site, which will trigger the borrower email.
   a. After the borrower signs the closing disclosures, there is a separate task for the processor to upload them to the loan file (for compliance reasons).
2. For a retail loan, there is an instructions task guiding the processor to order Closing Disclosures from Sandler. Once the closing disclosures are sent, the email will trigger.

○ Pre-closing tasks

◎ Anna Wu (Me)

Tasks 2   Notes   History

Generate Closing Disclosures
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

[Start]

Review loan comp numbers
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

[Start]

[Cancel]   [Unable to complete]   [Submit]

#1113141 Purchase Anna Test   Clear to close ⌄ ⋯

10 1/2 10th Ave E Polson, MT 59860-3215	Act value $10,000	Program --	HETI --	DTI --	FICO --	UW decision None
	Loan amt —	Rate 🔒 -- Not locked	LTV --	HCLTV --	Cash to close $0	TRID Not triggered

Loan channel **Retail**   Branch --   Closing date —

No disclosures sent yet

◈ Generate disclosures

🗗 **Pre-closing tasks (0/1)**   ⛶ ↙

Generate Closing Disclosures   💬 0
Loan 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

This task will automatically close when all criteria are met

☐ Generate initial closing disclosure and send to borrower. [Warning] This will trigger an email to the borrower.
↗ Disclosures

+ Add note

Back to objective

◌ **Pre-closing tasks**

⊘ Anna Wu (Me)

Tasks 3   Notes   History

Order Closing Disclosures in investor site
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

Start

Upload closing disclosures
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

Start

Review loan comp numbers
Loan • 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

Start

Cancel   **Unable to complete**   Submit

🗗 **Pre-closing tasks (0/1)**   ⛶   ↙

Order Closing Disclosures in investor site   ▭ 0

Loan 1113141 • 10 1/2 10th Ave E Polson, MT 59860-3215

☐ Complete this task right after you've ordered closing disclosures via investor site. [Warning] This will trigger a borrower email.

+ Add note

Back to objective   Submit

Upload **1** of the following document:

- Closing Disclosure

Document 1 - Closing Disclosure

Closing Disclosure ▾

Drag and drop documents here

Upload from computer

Or use existing document

+ Add additional document

Notes

No notes yet

Add a note

Add note

Back to objective | Submit