LEGIONS
CAPITAL, INC.

USER MANUAL

Polly: The Loan Officer Experience

Pricing, Locks & Lock-Desk Requests

A wholesale lending reference for ordering pricing, requesting and managing rate locks, and working with the Legions lock desk inside the Polly pricing engine.

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Contents

CHAPTER 1

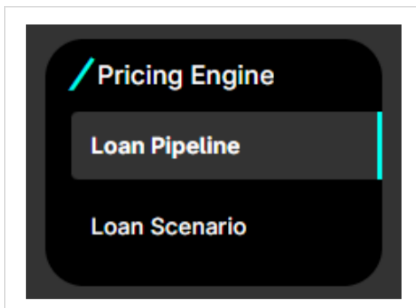
How to Request a Lock

Purpose

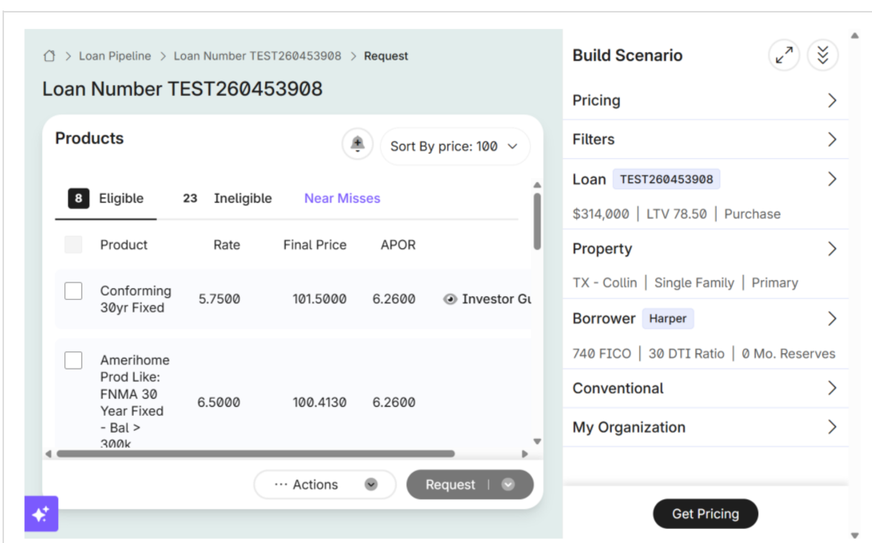
This document describes the workflow for pricing a loan and submitting the lock or float request using the new Loan Officer Experience.

Product Search Results

Polly is the product, pricing, and eligibility engine (PPE) built into TPO Connect. After the loan application is completed and registered in TPO Connect, open the loan file and launch pricing from there — Polly automatically evaluates product, pricing, and eligibility using the data already entered in the application. Brokers do not log in to Polly separately.



When launching from your TPO Connect, if all required fields are complete, product, pricing, and eligibility data will automatically be evaluated.

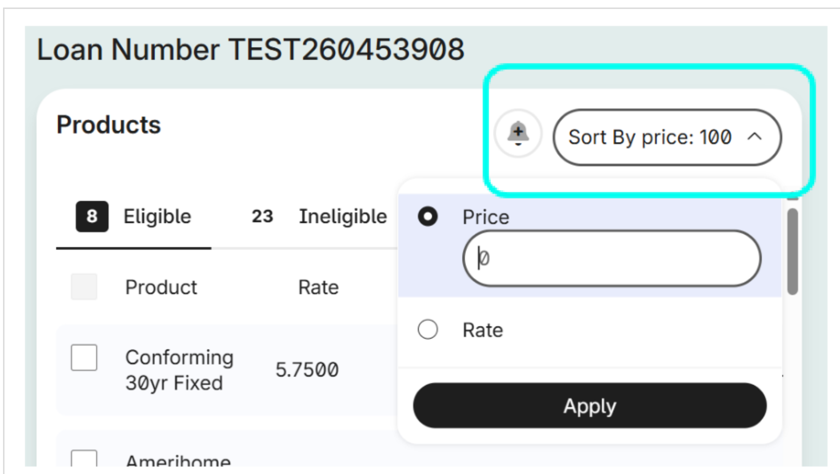


NOTE The Polly pricing interface is highly customizable. Your screen may appear differently from the screenshots shown in this guide, but the underlying functionality is the same.

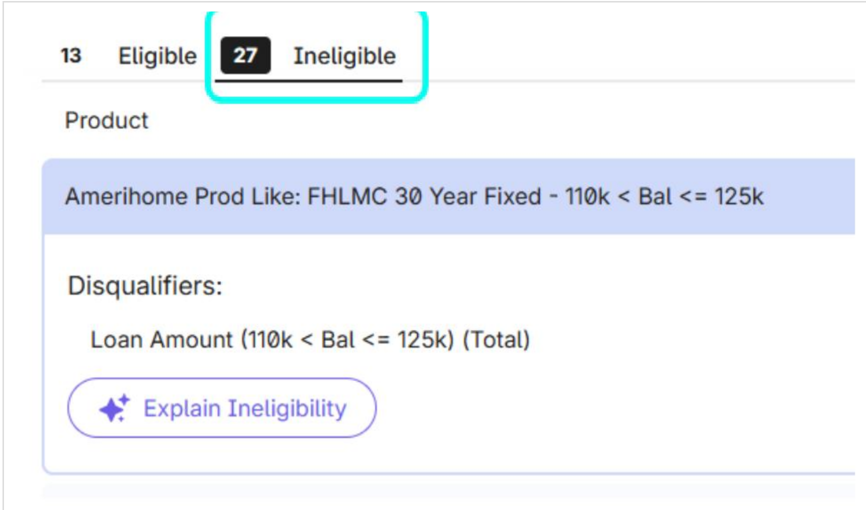
Eligible and Ineligible products are displayed in separate tabs.

Eligible products are sorted by the best rates closest to par pricing.

However, users may utilize the sorting menu to sort by another desired price, or by rate.

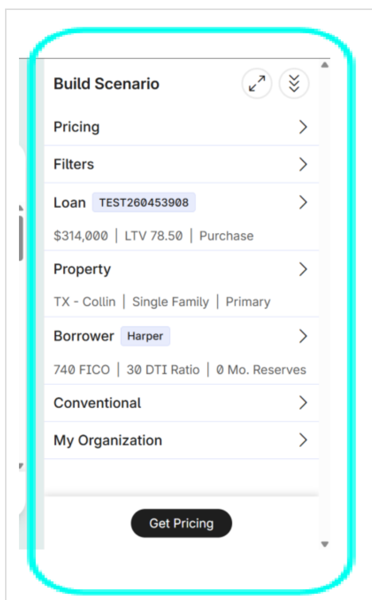


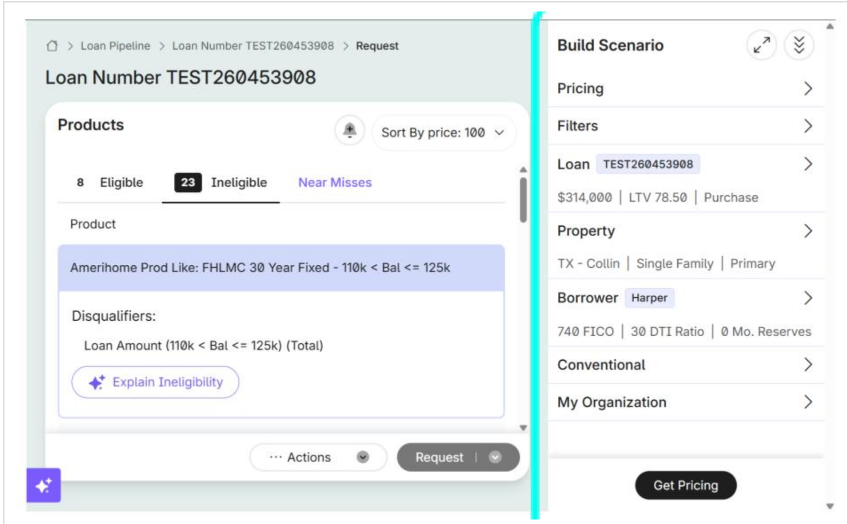
In the Ineligible tab, clicking the name of an ineligible product will expand to reveal the disqualifiers.



If enabled, users can click on the disqualifier text when highlighted in blue to view the rule details or click the Explain Eligibility button to interact with their Polly™ AI Loan Officer Agent. This is one of the new features available with the LO Experience.

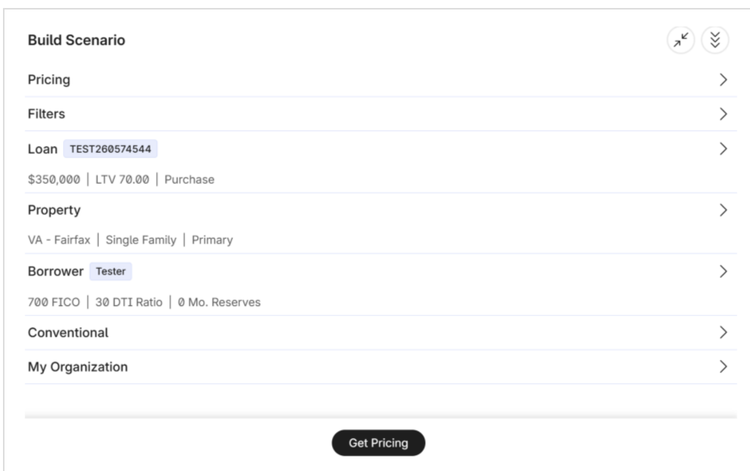
Users can update the loan details at any time using the parameter menu. This menu is static, so there is no need to navigate back to a previous page to update loan details.



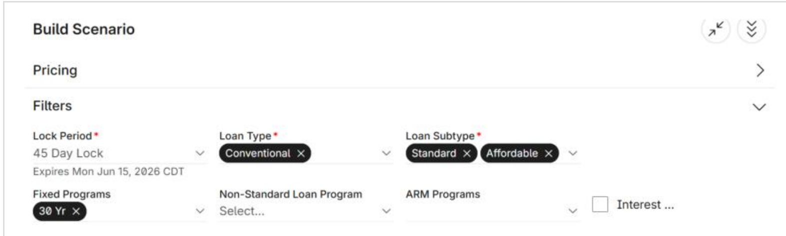


> **NOTE** Some fields may be read-only. This indicates they are either calculated fields or fields that can only be edited in your TPO Connect.

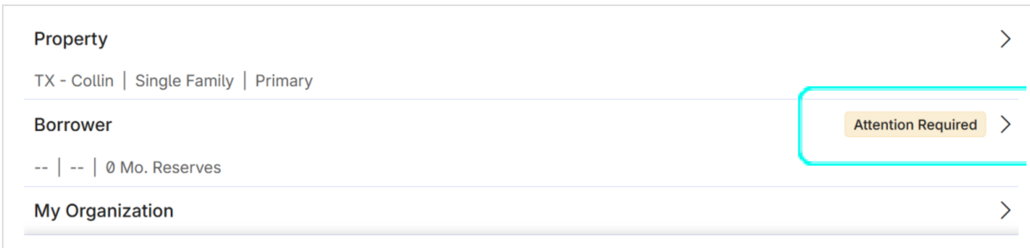
The search parameters are divided into expandable sections. Clicking into each section will reveal additional options.



Use the **Filters** menu to select multiple loan types, streamlining your best execution analysis across multiple loan programs.

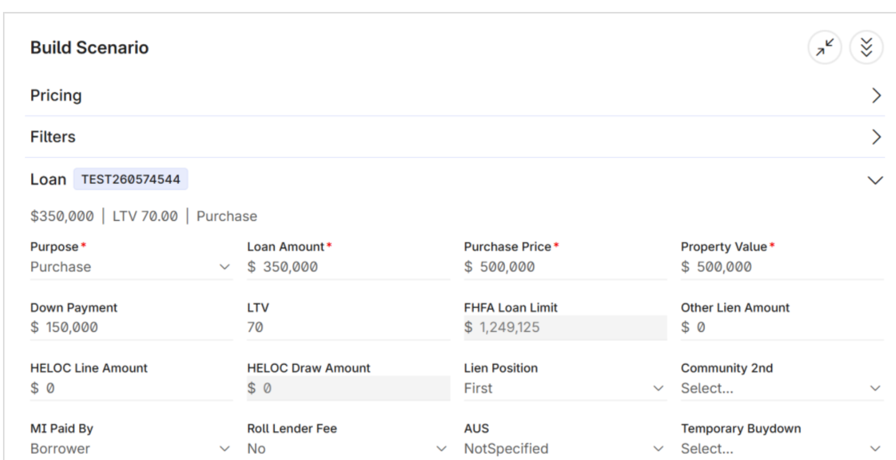


Missing fields are flagged as **Attention Required.** Click the flagged section to complete required fields.

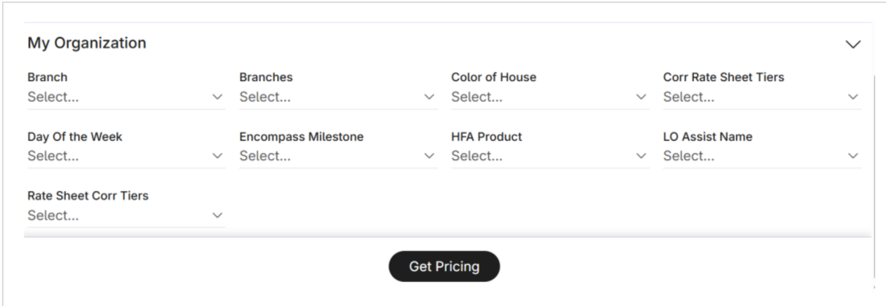


NOTE The Total LTV fields are displayed in separate sections for each loan type, which offers enhanced visibility into LTV details. For government loan

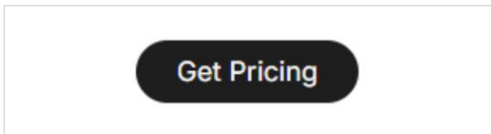
types, users can adjust financing options, such as FHA Financing Option, FHA Case Assignment Date, Funding Fee, and G-Fees. These will accordingly update the Total Loan Amount fields.



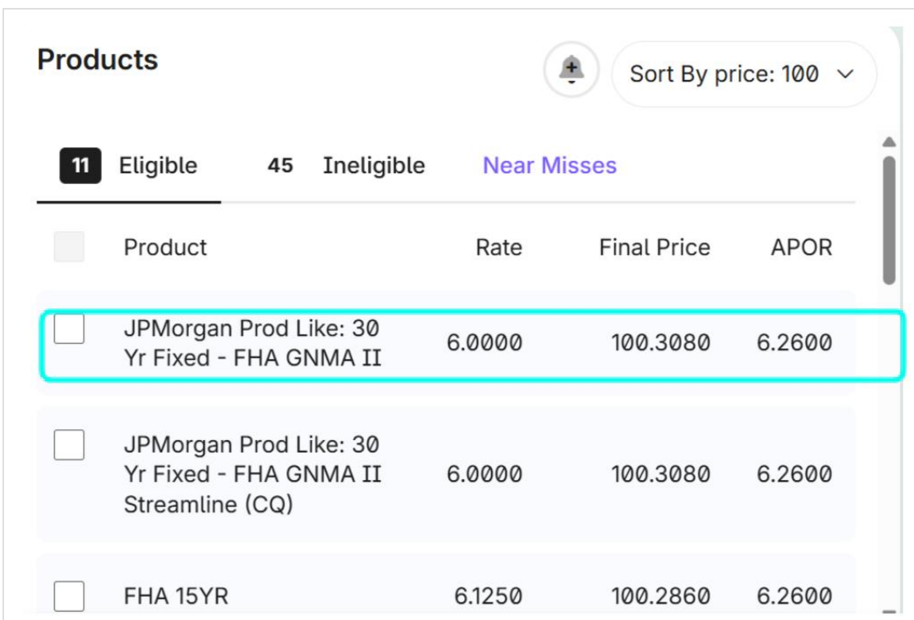
Your organization's custom parameters will be displayed in the section labeled My Organization.



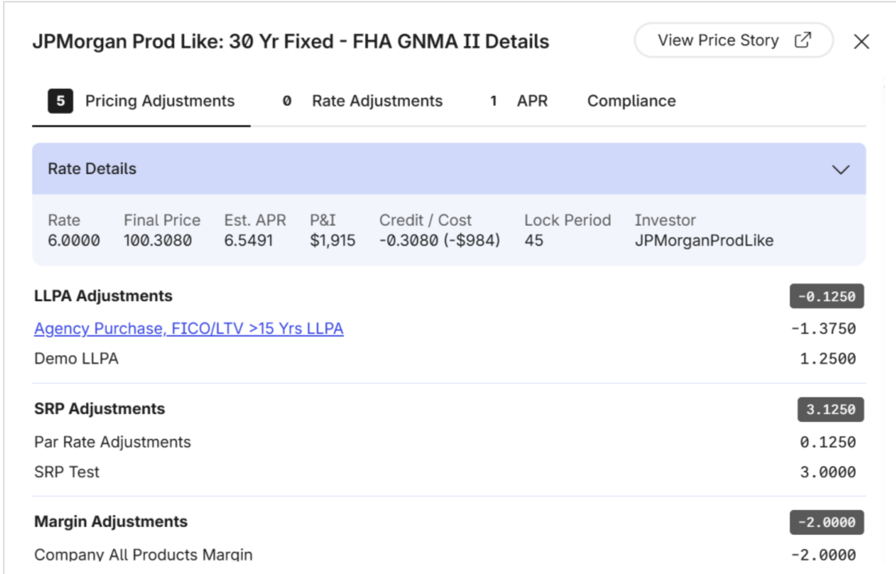
After making changes to the loan, click the **GetPricing** button to update the results.



To view all rates for a specific product, click anywhere on the product name row.



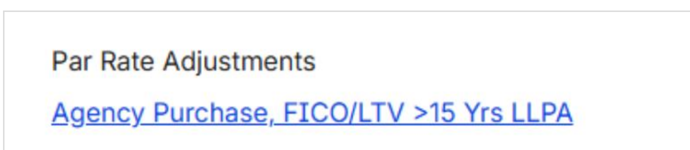
Clicking on a specific rate will display the Rate Details menu.



Here, users can view details on pricing adjustments, rate adjustments and the APR.

> **NOTE** The pricing grid is fully adjusted. The pricing adjustments are displayed for visibility purposes only.

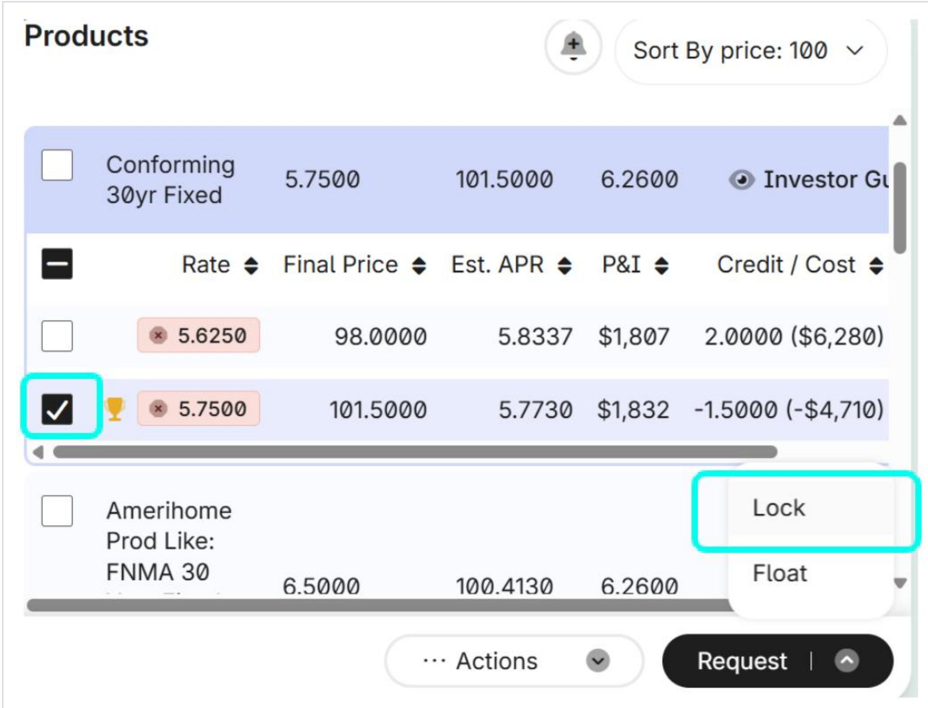
If enabled, users can click on the blue hyper-link adjustment rule text to view the full adjustment table. This can be extremely useful in determining how pricing may be impacted by moving into another adjustment tier.



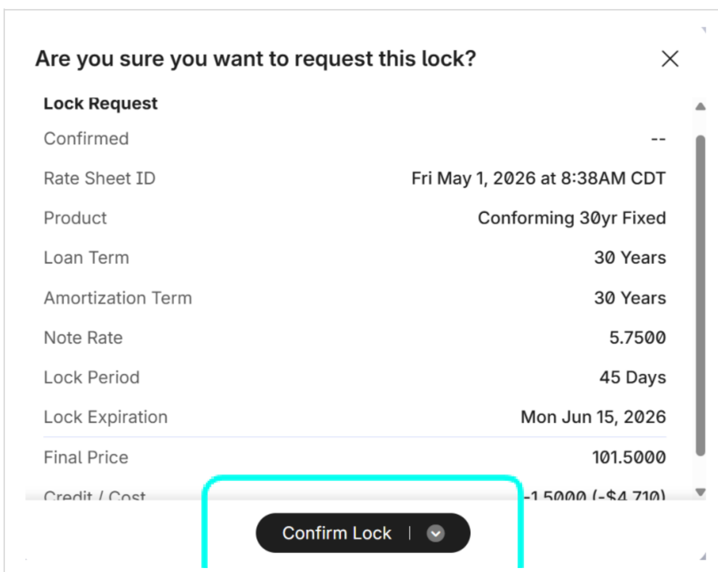
Requesting a Lock or Float

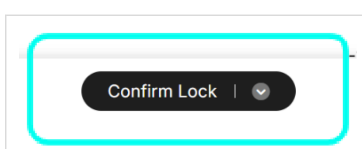
To proceed with the Lock Request, select a rate and price combination within a product's grid by checking the box next to the rate. Then click the **Request** button.

> **NOTE** If Float is enabled for your organization, clicking the Request button will bring up the Lock or Float option. A Float request will save the pricing data and push this back to your TPO Connect, but will not request a lock.

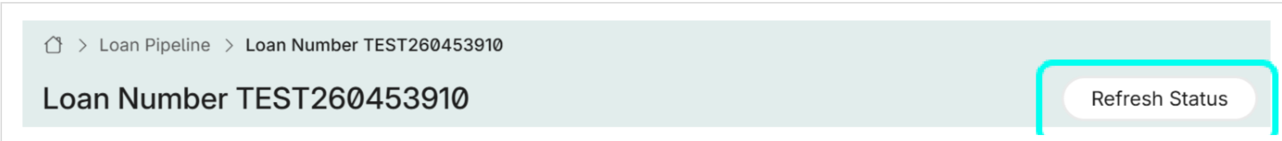


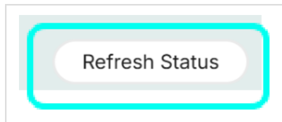
If the user selects the Lock option, they will then be directed to the Confirm Lock Request screen. To finalize the request, click the **Confirm Lock** button.





If lock desk approval is required, they will be notified of your request. Click the **Refresh Status** button to refresh and monitor the status until the loan is locked.





> **NOTE** To ensure changes are saved in your TPO Connect, be sure to exit the loan according to your TPO Connect procedures, or by clicking back on the Loan Pipeline on the desktop version.

CHAPTER 2

How to Request a Reprice

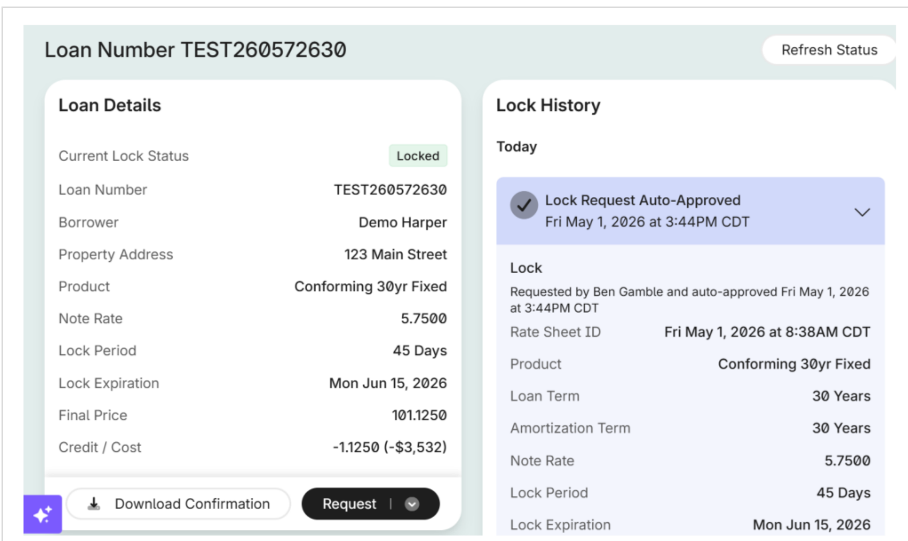
Purpose

This document describes how to reprice a locked loan after loan parameters have changed.

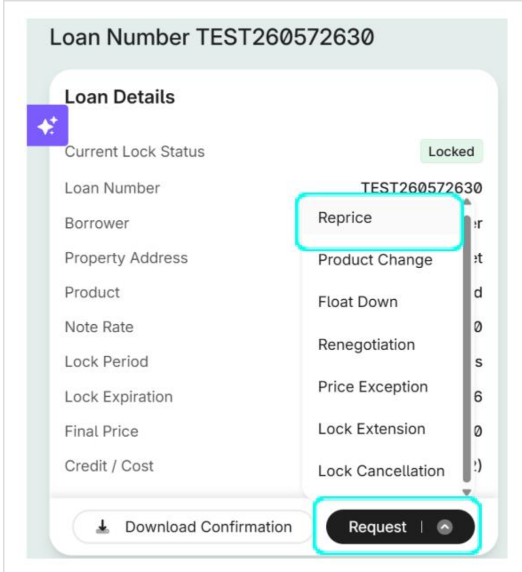
Repricing a Locked Loan

Polly is the product, pricing, and eligibility engine (PPE) built into TPO Connect. After the loan application is completed and registered in TPO Connect, open the loan file and launch pricing from there — Polly automatically evaluates product, pricing, and eligibility using the data already entered in the application. Brokers do not log in to Polly separately.

When launching Polly from your TPO Connect, you will be automatically directed to the Lock History screen.

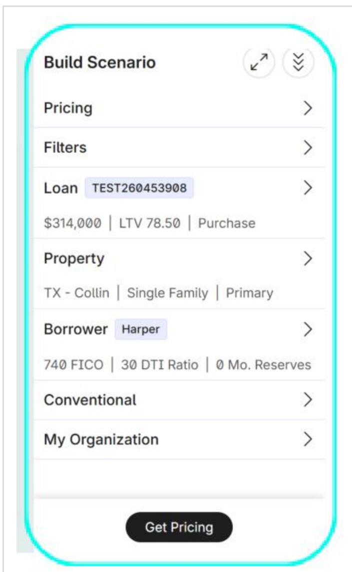


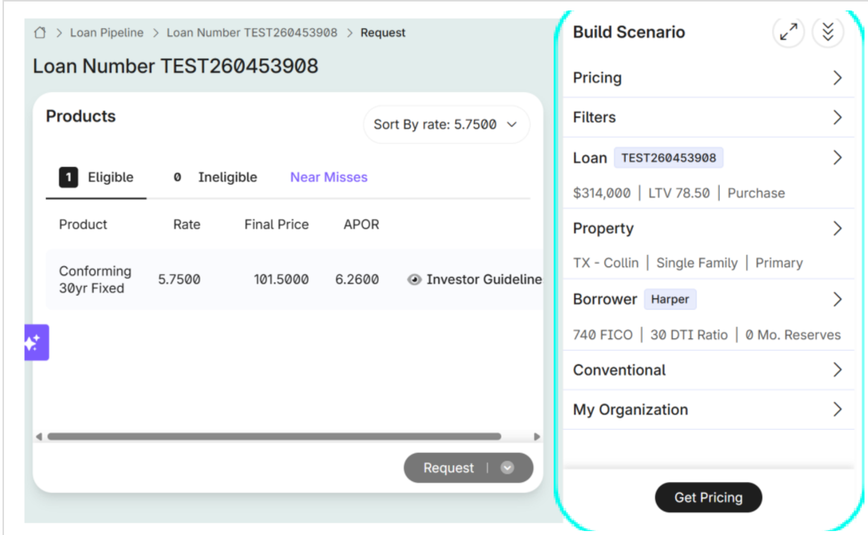
To begin, click the **Request** button and select **Reprice**.



The results of any data changes in your TPO Connect will automatically be evaluated and updated in the Polly loan file.

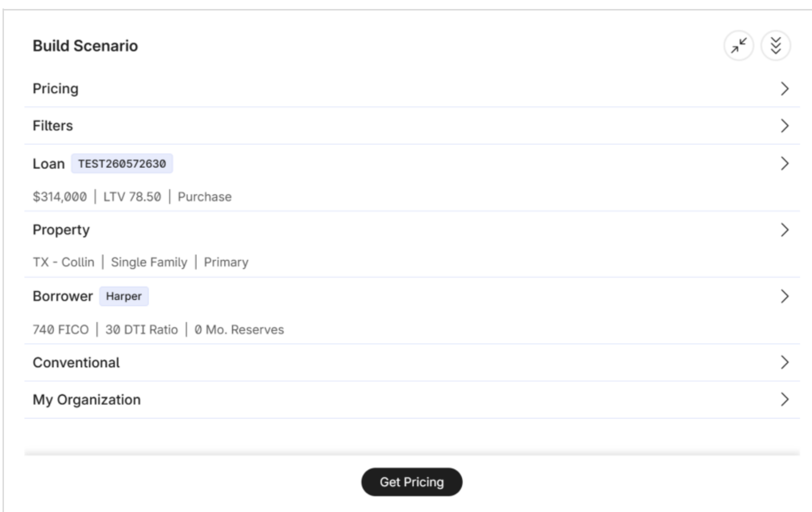
You may also manually apply changes in the parameters menu at any time.



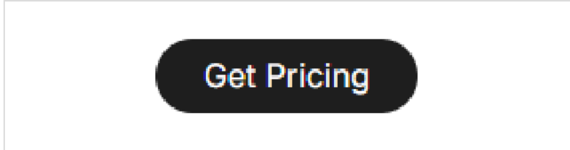


NOTE Some fields may be read-only. This indicates they are either calculated fields or fields that can only be edited in your TPO Connect.

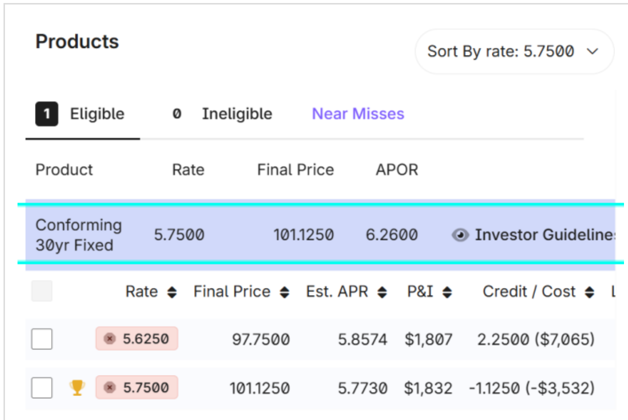
The search parameters are divided into expandable sections. Clicking on each section will reveal additional options. The LO Experience has updated these filters into more accessible groupings to streamline your workflows, though core functionality remains the same.

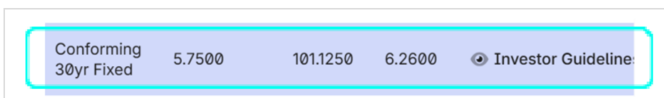


After making changes to the loan, click the **GetPricing** button to update the results.

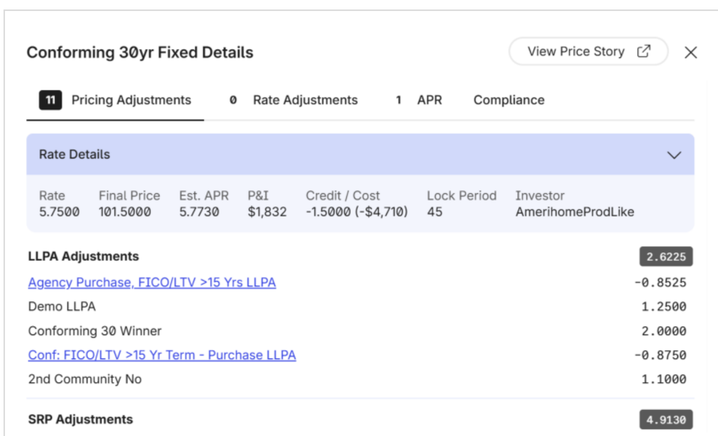


To view all rates for a specific product, click anywhere on the product name row.





Clicking on a specific rate will display the Rate Details menu.

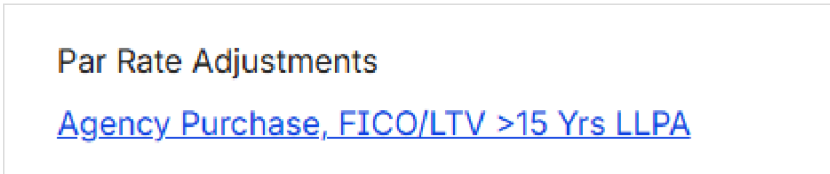


Here, users can view details on pricing adjustments, rate adjustments, and the APR.

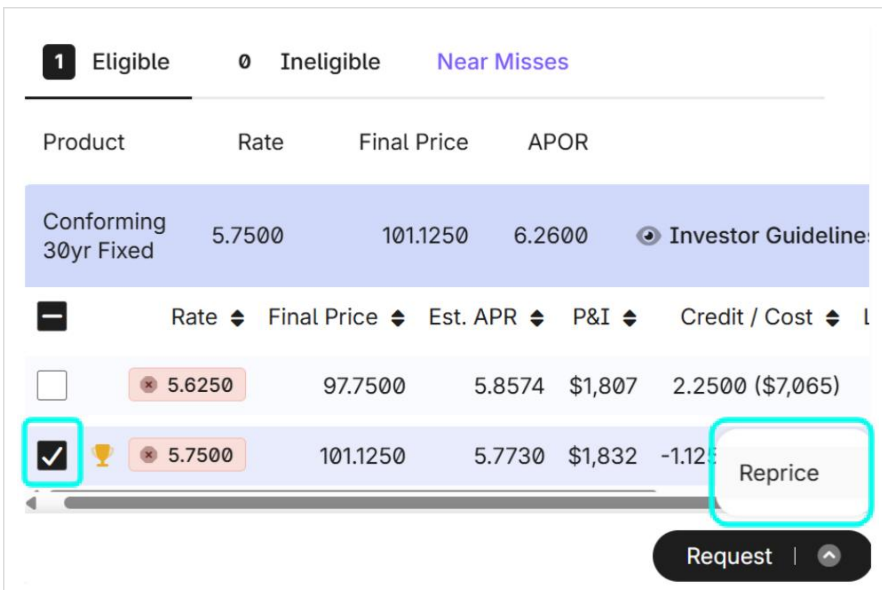
> **NOTE** The pricing grid is fully adjusted. The pricing adjustments are

displayed for visibility purposes only.

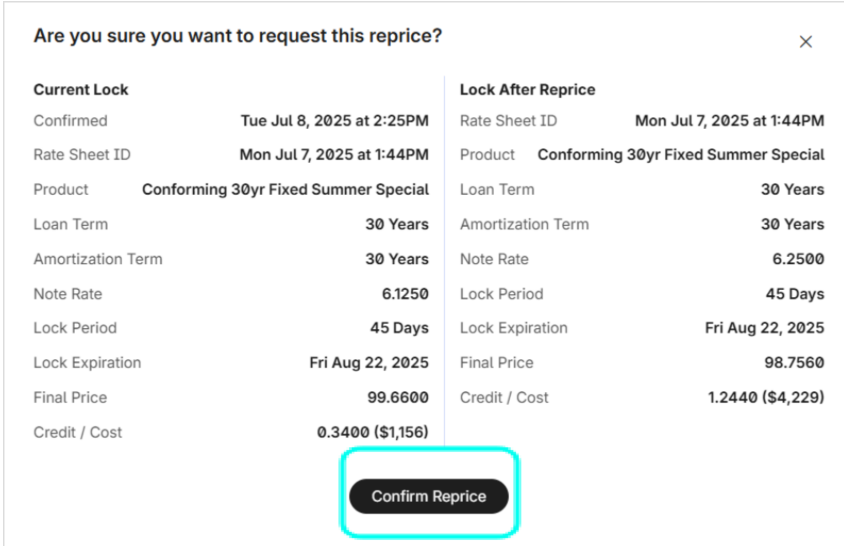
If enabled, users can click on the adjustment rule text to view the full adjustment table. This can be extremely useful in determining how pricing may be impacted by moving into another adjustment tier.



To proceed with the reprice request, select a rate and price combination within a product's grid by placing a check in the box next to the rate. Then click the **Request** button and click **Reprice**.



Review the details of your request, then click the **Confirm Reprice** button. Your lock desk will then be notified of the request. If the lock desk approves your request, the loan officer will receive a notification email informing them of the decision. The email will also contain a side-by-side comparison showing the fields that were changed.



Remember to exit the loan once you are finished so the changes can be updated in your TPO Connect.

CHAPTER 3

How to Request a Lock Extension

Purpose

This document describes how to request a lock extension to prevent a lock from expiring.

Requesting a Lock Extension

> **NOTE** Loan officers (LOs) cannot submit lock extensions for expired locks. Once a lock has expired, they can only submit a relock request if this option is enabled. See How to Request a Relock - User Guide for instructions on submitting relocks. Reach out to your lock desk for additional help modifying expired locks.

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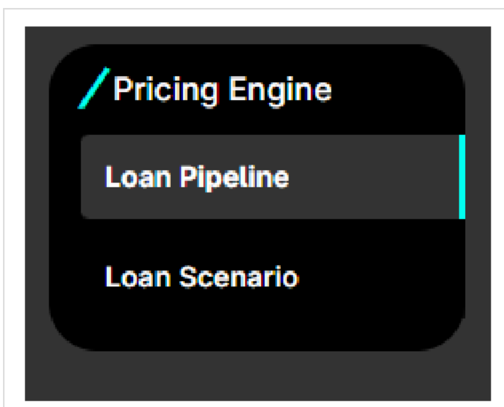
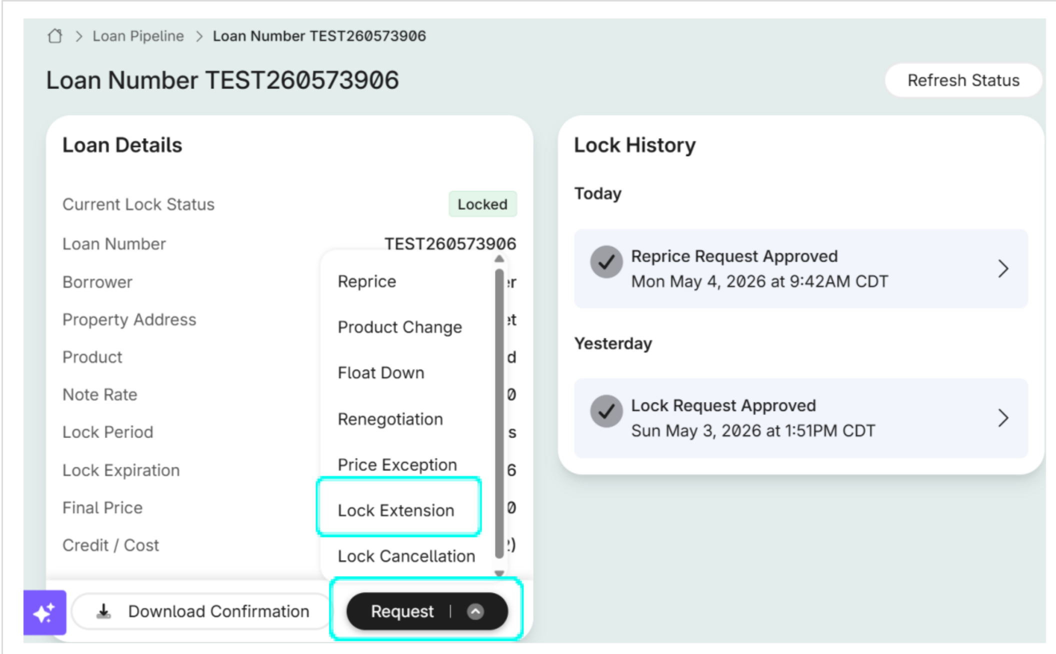
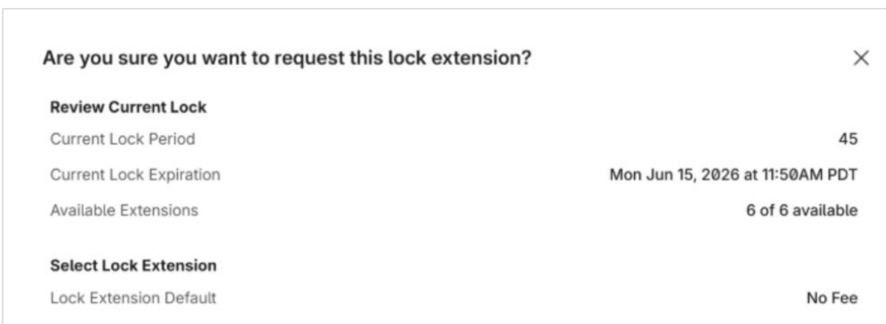


When launching Polly from your TPO Connect, you will be automatically directed to the Lock History screen.

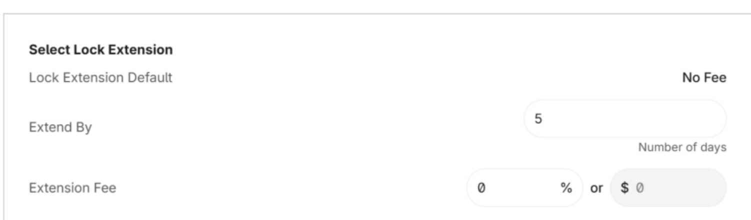


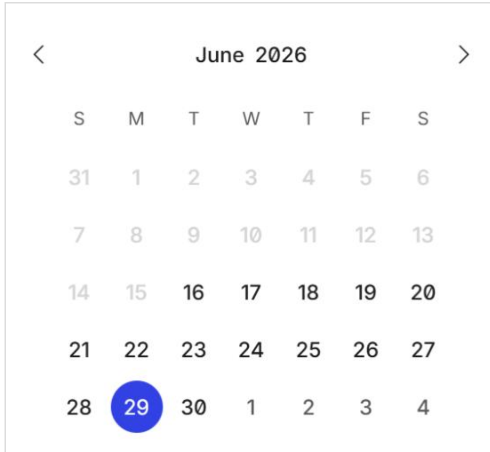
To begin, click the **Request** button, then select **Lock Extension**.

A lock extension request pop-up page will display current lock details, including the existing expiration date and configured costs policy.



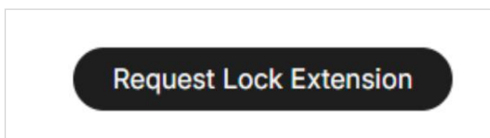
Users can extend the lock within the allowed configurable range by entering the desired number of days, selecting a pre-configured extension period from the drop-down menu, or by selecting a date from the calendar view.



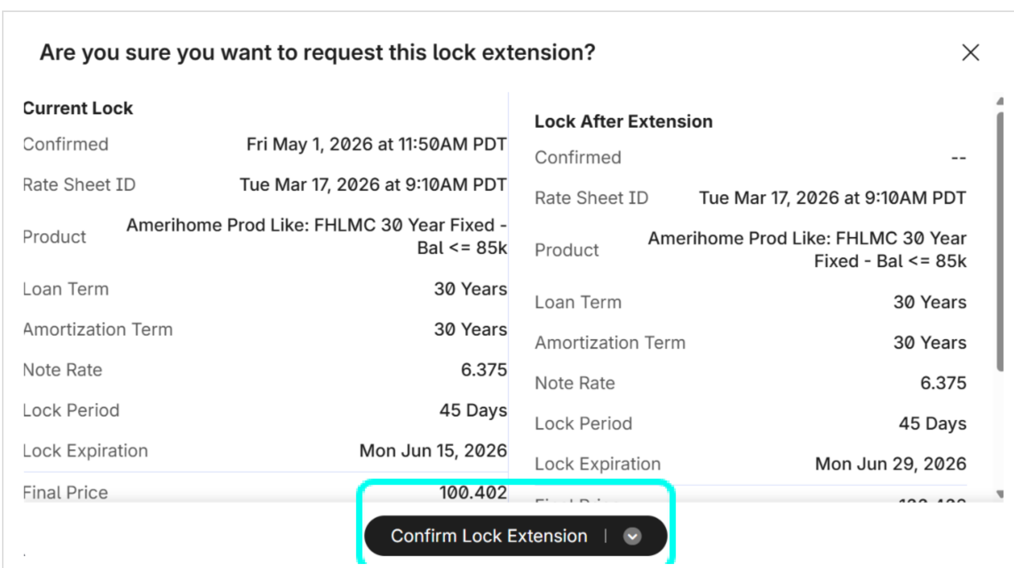


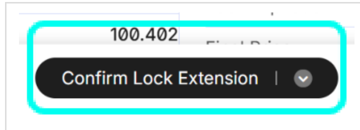
NOTE Not all lock extension options may be enabled for your organization.

To proceed, click the **Request Lock Extension** button.

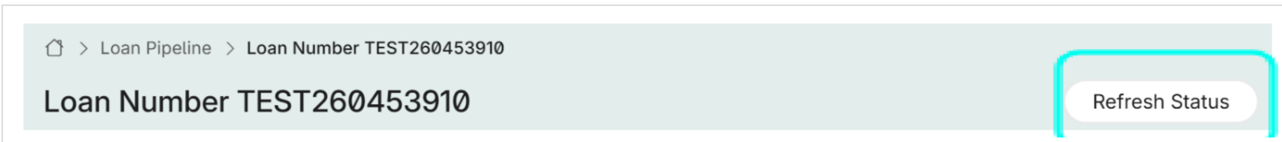


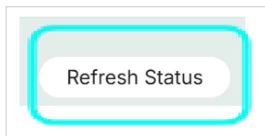
Review the Lock After Extension details section to confirm the new final price and expiration date. Click the **Confirm Lock Extension** button to submit your request.





If your lock desk requires approval, they will receive an email notification. While the request is pending, users can click the **Refresh Status** button to refresh the status.





NOTE To ensure changes are saved in your TPO Connect, be sure to exit the loan

according to your TPO Connect procedures or by clicking back on the Loan Pipeline on the desktop version.

CHAPTER 4

How to Request a Relock

Purpose

This document describes how to request a relock on a canceled or expired loan.

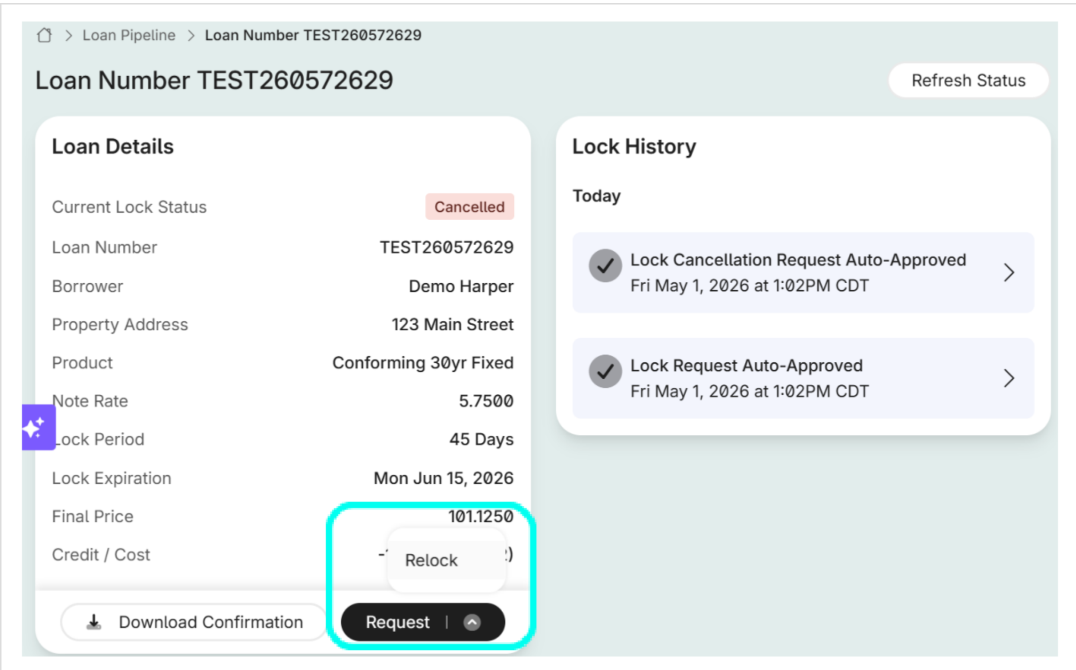
Requesting a Relock

Polly is the product, pricing, and eligibility engine (PPE) built into TPO Connect. After the loan application is completed and registered in TPO Connect, open the loan file and launch pricing from there — Polly automatically evaluates product, pricing, and eligibility using the data already entered in the application. Brokers do not log in to Polly separately.

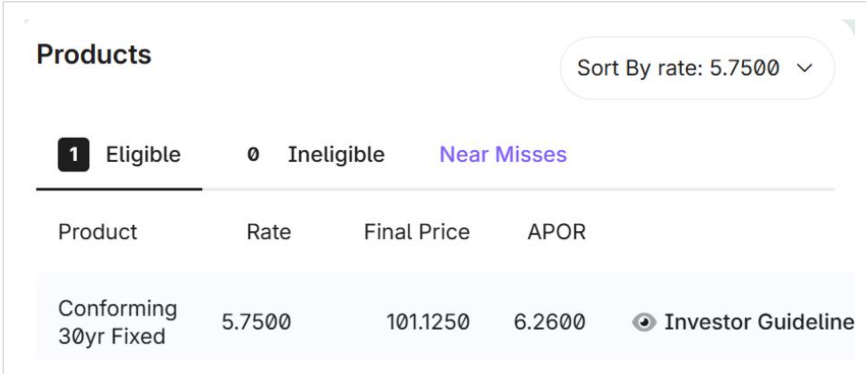
When launching Polly from your TPO Connect, you will be automatically directed to the Lock History screen.

> **NOTE** The Relock option will only be available if the lock is expired or cancelled.

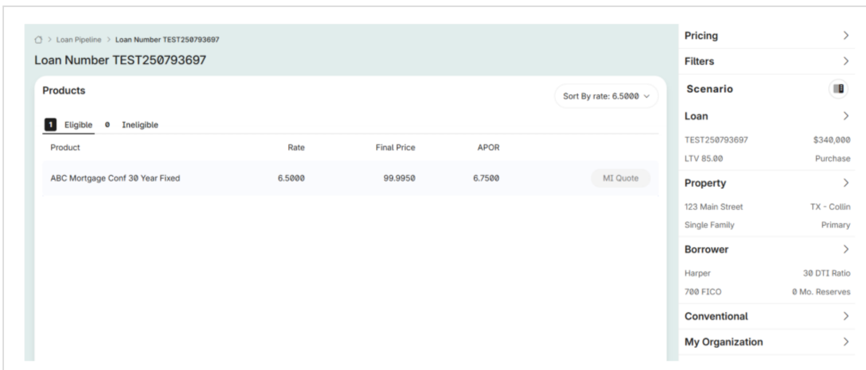
To begin, click the **Request** button and select Relock.



The results of any data changes in your TPO Connect will automatically be evaluated.

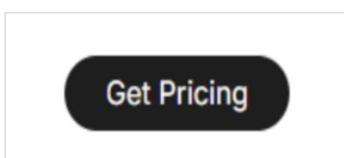


You may also manually apply changes to the loan's details in the static parameter menu.



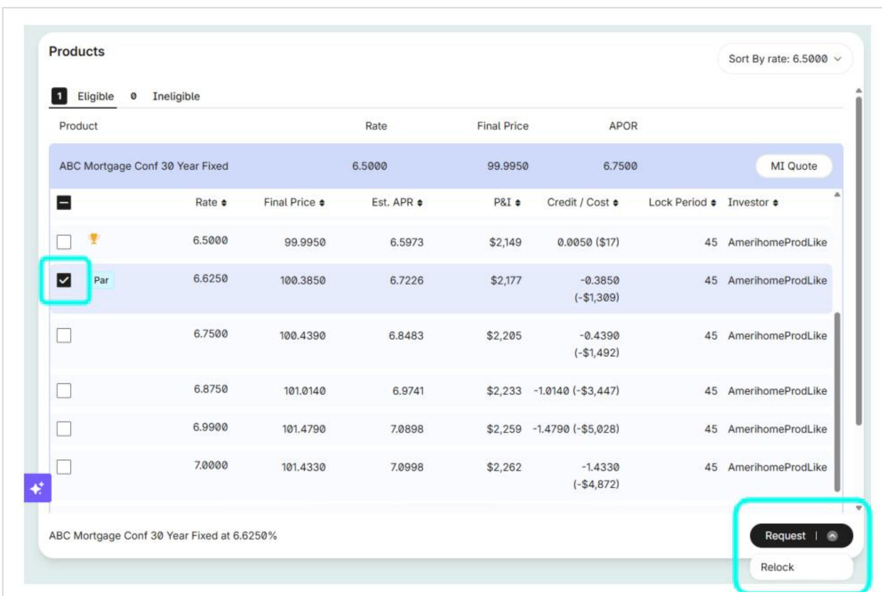
> **NOTE** Some fields may be read-only. These fields can only be edited in your TPO Connect, not in Polly.

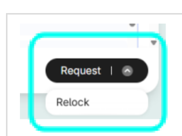
After making changes to the loan parameters, click the **Get Pricing** button to update the results.



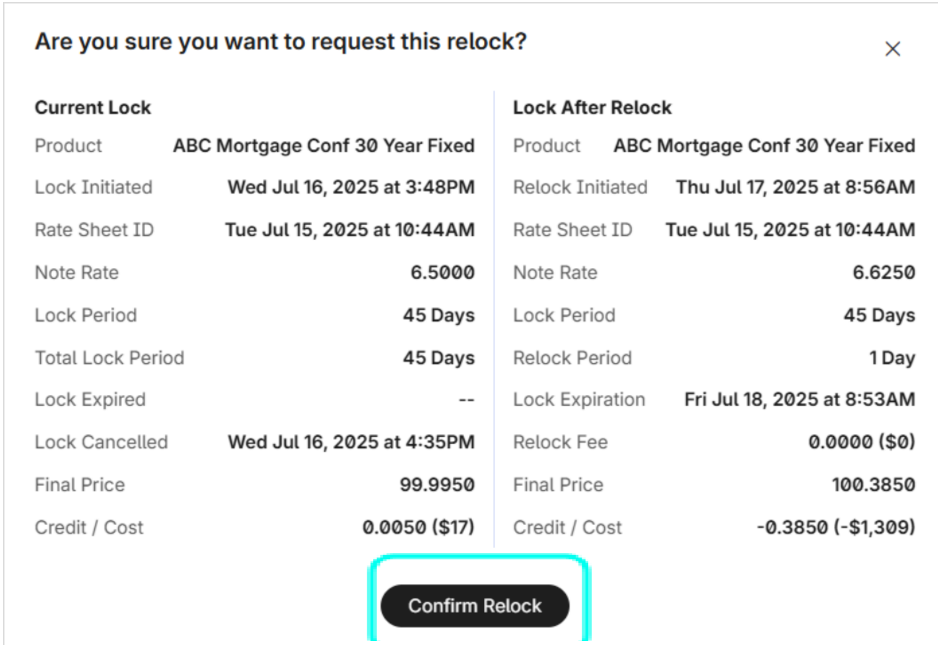
To view all rates for a specific product, click anywhere in the product name row.

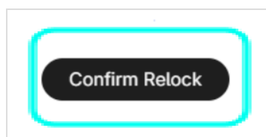
To proceed with the Relock request, select a product by checking the box next to the rate. Then click the **Request** button and select Relock.





Review the details of your request, then click the **Confirm Relock** button. If your organization requires lock desk approval, your lock desk will then be notified of the request.





NOTE To ensure changes are saved in your TPO Connect, be sure to exit the loan

according to your TPO Connect procedures or by clicking back on the Loan Pipeline on the desktop version.

CHAPTER 5

How to Request a Price Exception

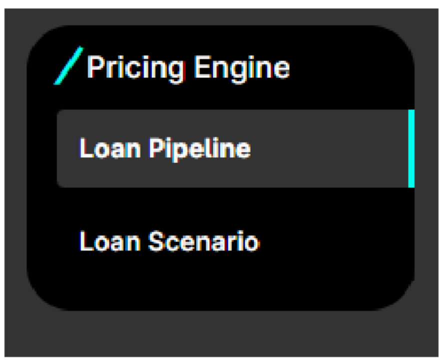
Purpose

This document describes how to request a price exception in the Polly Product and Pricing Engine (PPE).

Price exceptions can be submitted either at the time of the Lock Request or after the initial lock has been approved.

Requesting a Price Exception at Lock Request

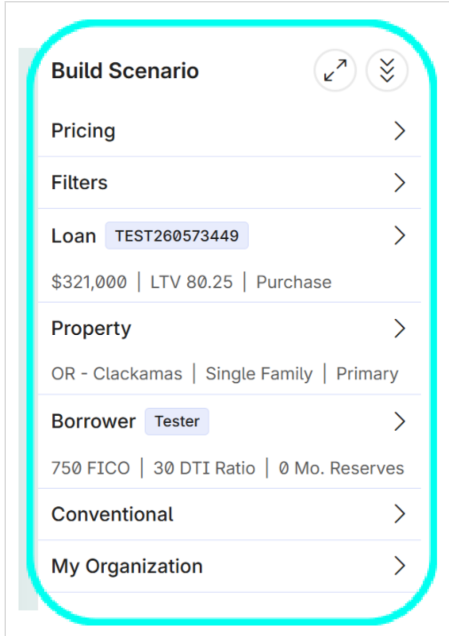
Polly is the product, pricing, and eligibility engine (PPE) built into TPO Connect. After the loan application is completed and registered in TPO Connect, open the loan file and launch pricing from there — Polly automatically evaluates product, pricing, and eligibility using the data already entered in the application. Brokers do not log in to Polly separately.

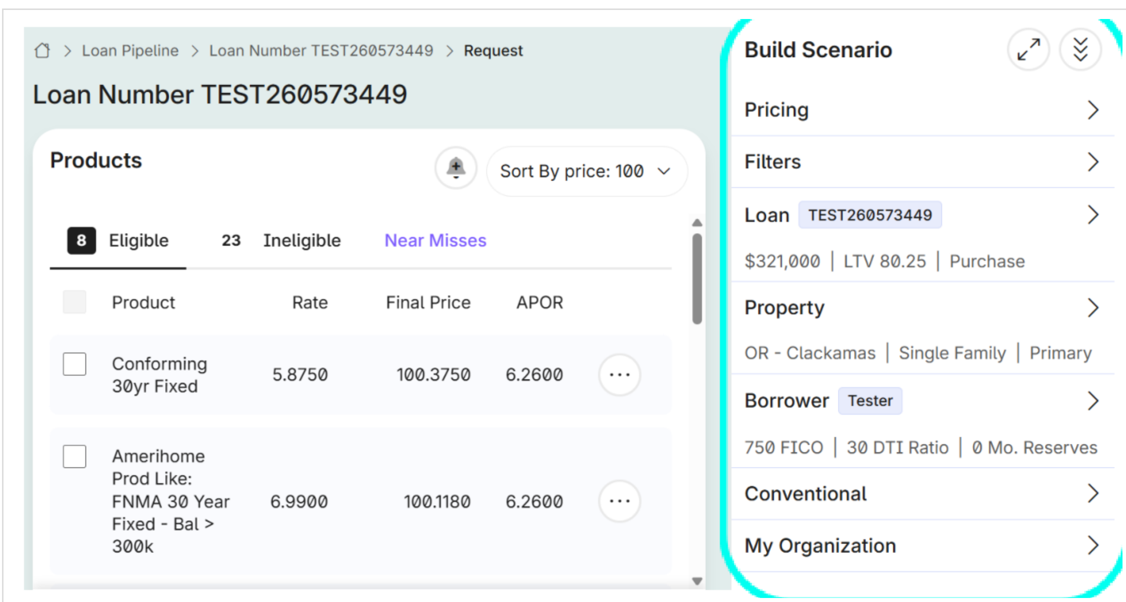


When launching from your TPO Connect, if all required fields are complete, then product, pricing, and eligibility will automatically be evaluated.

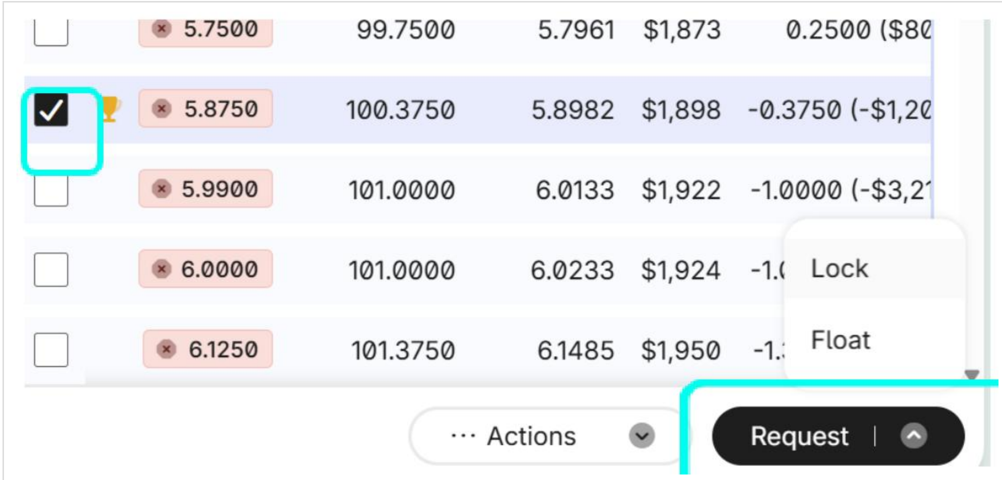
> **NOTE** The Polly pricing interface is highly customizable. Your screen may appear different from the screenshots shown in this guide.

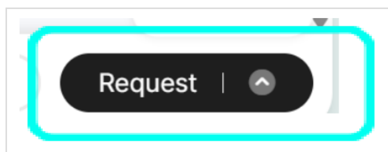
Users can edit loan parameters as needed by using the parameter menu on the right side of the screen.



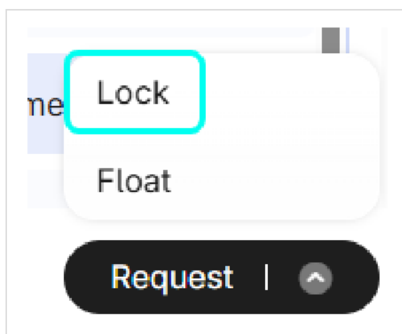


Proceed with the Lock Request by selecting a rate and price combination. Then, click the **Request** button.

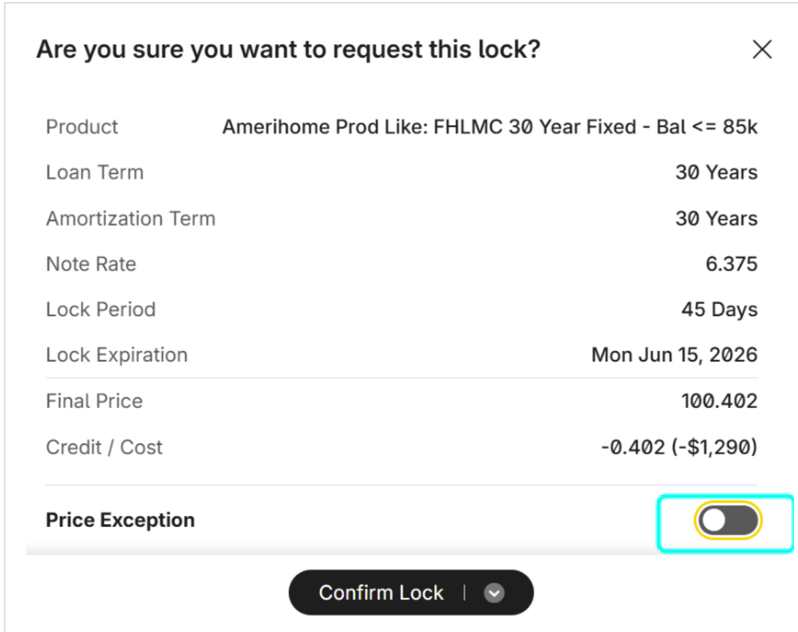


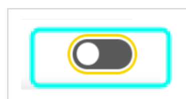


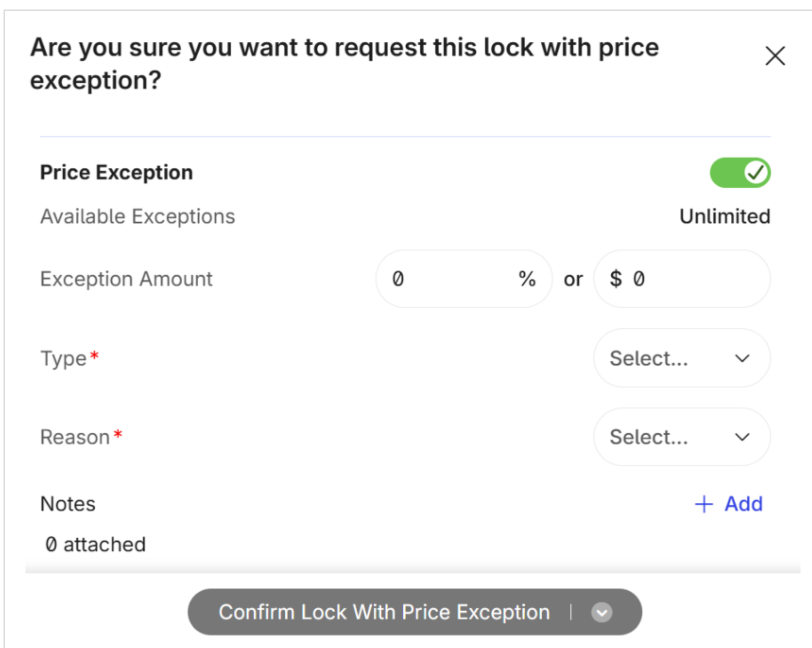
Next, select the **Lock** option.



Within the Lock Request pop-up menu, click the **Price Exception** toggle to enable. This will expand the display to include the Price Exception request details.

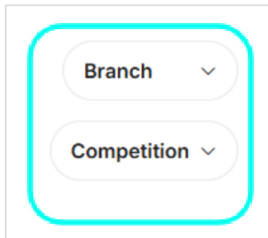


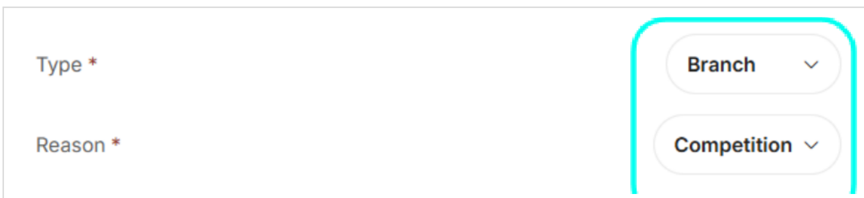




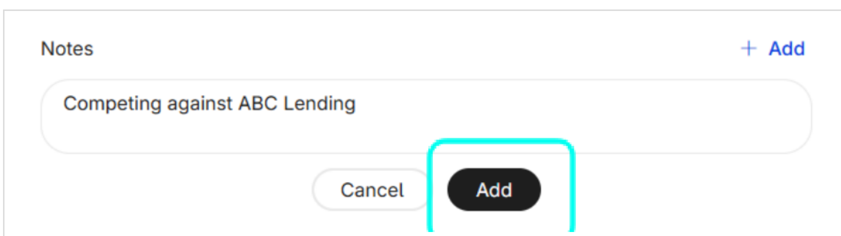
To streamline the request process, users can enter the exception amount in either % or dollar amounts.

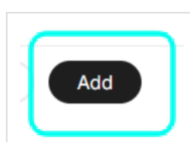
Select the exception Type and Reason from the drop-down lists.





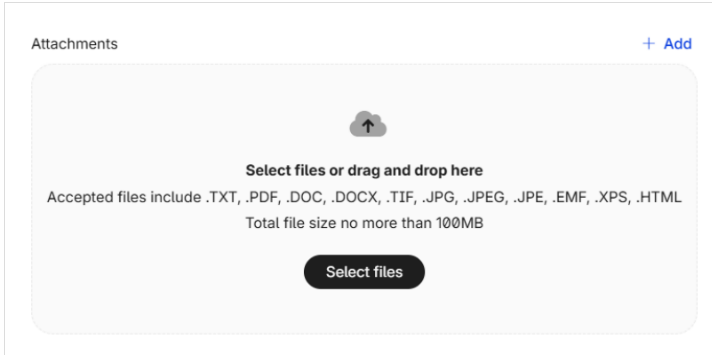
To add notes to your request, click the **+Add** button in the Notes row, input your notes in the expanded Notes bar, then click the **Add** button.



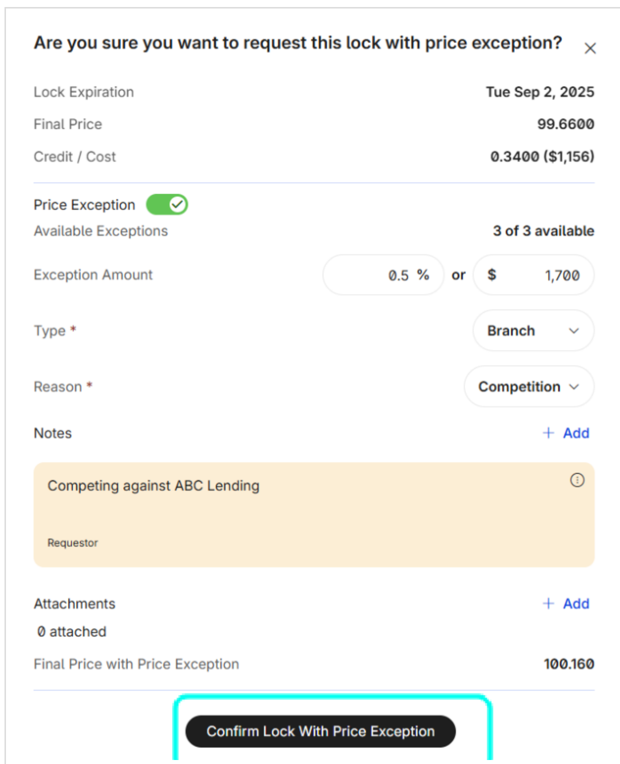


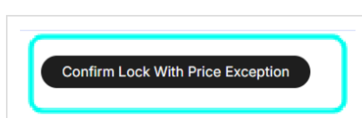
Your organization may require you to upload supporting documentation when requesting a Price Exception. To add attachments, click the **+Add**button in the Attachments row.

An attachments section will then expand, allowing you to drag and drop files from your computer or click on the **Select files** button to upload files from your device.



To finish submitting your Lock Request and Price Exception together, click the **Confirm Lock With Price Exception** button.



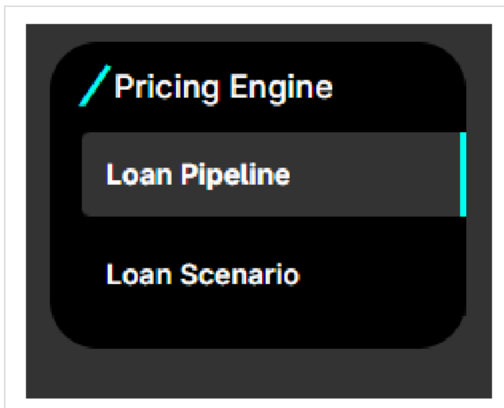


Your lock desk will then be notified of the request if the exception amount exceeds any configured auto approval limits.

> **NOTE** It is important to exit the file in both Polly and your TPO Connect so that your lock desk can complete your request.

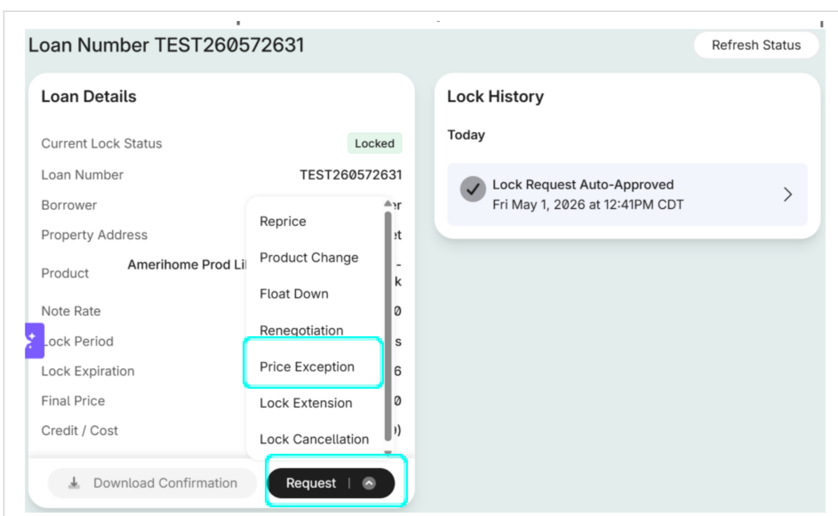
Requesting a Post-Lock Price Exception

Polly is the product, pricing, and eligibility engine (PPE) built into TPO Connect. After the loan application is completed and registered in TPO Connect, open the loan file and launch pricing from there — Polly automatically evaluates product, pricing, and eligibility using the data already entered in the application. Brokers do not log in to Polly separately.



> **NOTE** Any data changes made inside the TPO Connect will automatically update the loan in Polly.

Click the **Request** button, then select Price Exception from the list.

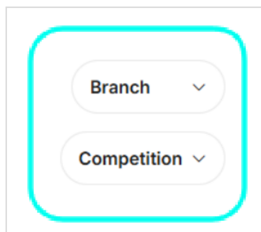


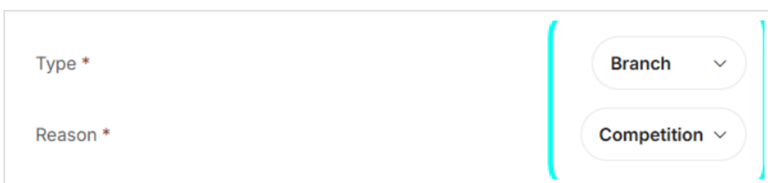
> **NOTE** If you are unable to select the Request button, first try clicking on the Refresh Status button in the top-right corner.

A Price Exception request pop-up menu will display. Here, users can view the current adjustments and complete the details of their request.

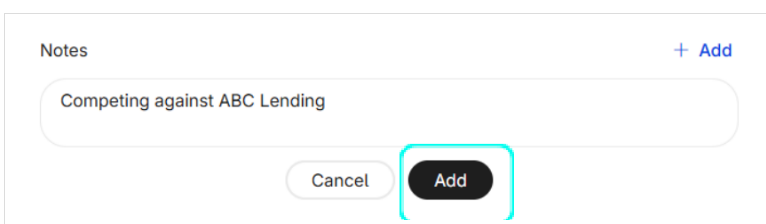
To streamline the request process, users can enter the exception amount in either % or dollar amounts.

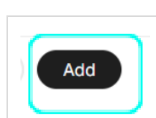
Select the exception Type and Reason from the drop-down lists.





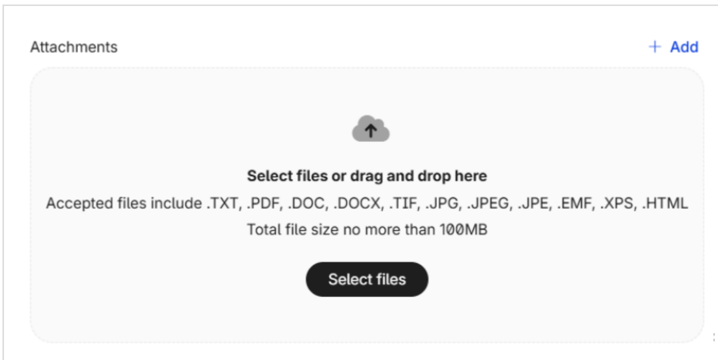
To add notes to your request, click the **+Add** button in the Notes row, input your notes in the expanded Notes bar, then click the **Add** button.



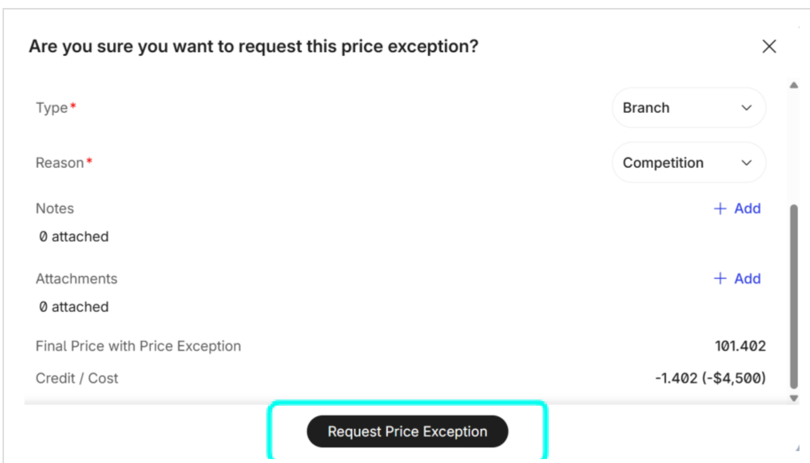


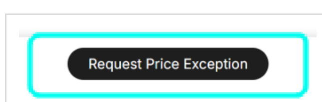
Your organization may require you to upload supporting documentation when requesting a Price Exception. To add attachments, click the **+Add**button in the Attachments row.

An attachments section will expand, allowing you to drag and drop files from your computer or click on the **Select files** button to upload files from your device.

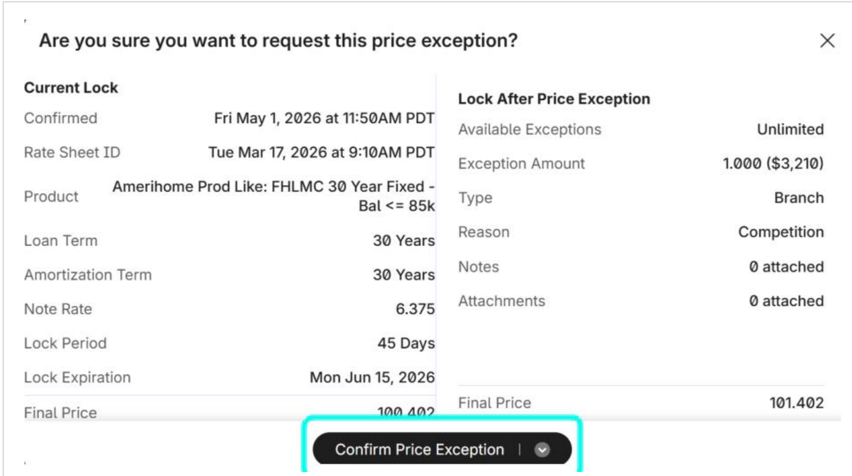


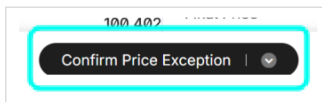
= Next, click the **Request Price Exception** button.





Confirm the details of your Price Exception. Then, click the **Confirm Price Exception** button to complete your request.





Your lock desk will then be notified of the request if the exception amount exceeds any configured auto approval limits.

> **NOTE** To ensure changes are saved in your TPO Connect, be sure to exit the loan according to your TPO Connect procedures or by clicking back on the Loan Pipeline on the desktop version.

CHAPTER 6

How to Request a Mortgage Insurance Quote

Purpose

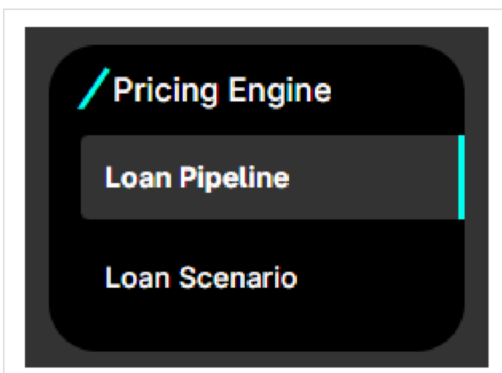
This document describes the workflow for obtaining a Mortgage Insurance (MI) quote within the Polly platform.

Polly leverages sophisticated API technology to empower originators with the ability to quickly receive real-time MI quotes from their providers.

Mortgage Insurance (MI) protects the lenders in the event of default. It is required on Conventional loans where the LTV exceeds 80%, enabling borrowers to purchase a home with less than a 20% down payment. The cost is factored into the borrower's monthly payment or paid upfront, and understanding the options can meaningfully affect a borrower's long-term costs.

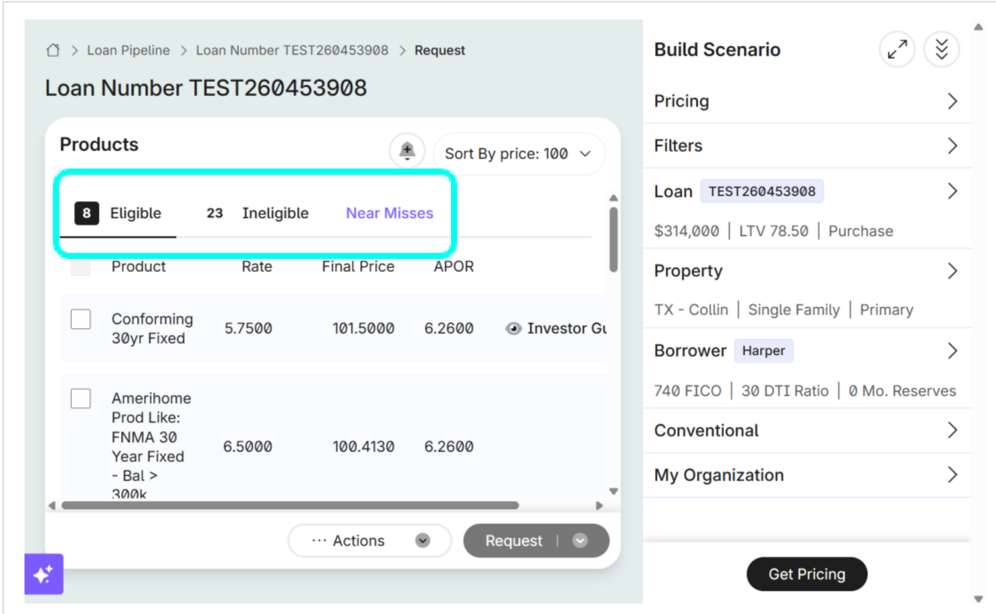
How to Request a Mortgage Insurance Quote

Polly is the product, pricing, and eligibility engine (PPE) built into TPO Connect. After the loan application is completed and registered in TPO Connect, open the loan file and launch pricing from there — Polly automatically evaluates product, pricing, and eligibility using the data already entered in the application. Brokers do not log in to Polly separately.



When launching from your TPO Connect, if all required fields are complete, product, pricing, and eligibility will automatically be evaluated.

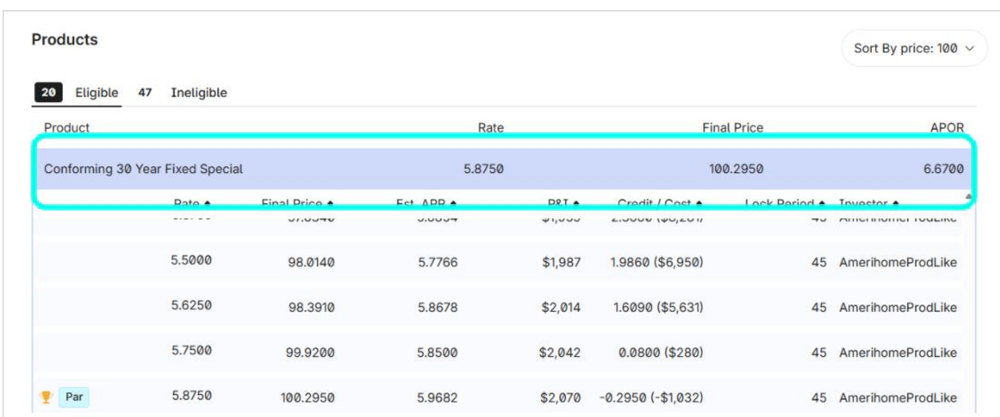
Eligible products are displayed in the search results view, with ineligible products displayed in a separate tab.



NOTE MI quotes are only available on eligible Conventional products

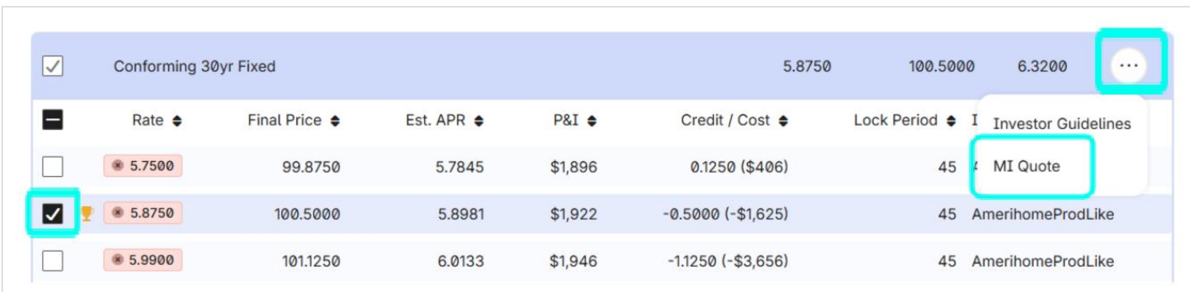
where the LTV is greater than 80%.

Begin by clicking anywhere on the product name row for the product for which you wish to obtain an MI quote. This will expand the full rate stack.



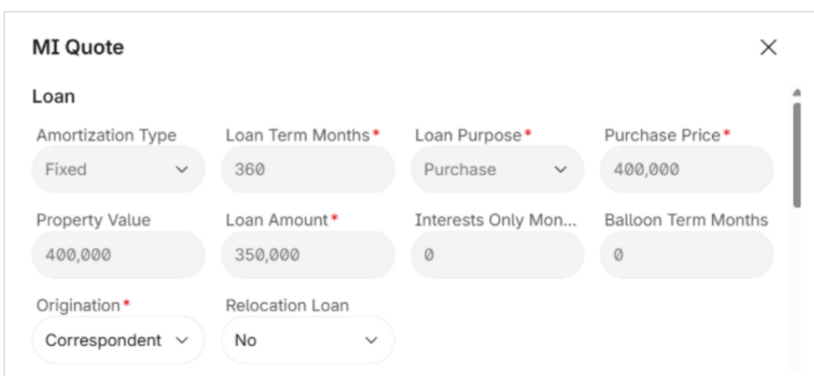
Select a rate by checking the box for your desired choice in the checkmark column.

Then click the **ellipsis** button in the top right and select the MI Quote option.



> **NOTE** Users can select only one rate from which to generate a quote, but once a rate has been selected, all listed rates will update with the quote details.

Next, Polly will open the MI Quote request modal.



Here, users will need to provide additional details. Fields that are marked with a red asterisk are required fields.

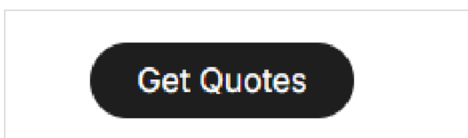
Most fields should auto-populate from your TPO Connect, or default to the most common usage. For the most accurate results, ensure you review the Property Type, Attachment Type, Credit Score, and Housing Expense Ratio % fields.

NOTE Upfront Premium % is only applicable for Split Premium products.

The Coverage Amount field is automatically calculated by Polly based on loan data using the following chart.

Base LTV	Fannie Mae Standard & Freddie Mac HomeOne Coverage		HomeReady & Home Possible Coverage		HFA Charter Coverage
	> 20 Years	≤ 20 Years	> 20 Years	≤ 20 Years	
97% to 95.01%	35%	35%	25%	25%	18%
95% to 90.01%	30%	25%	25%	25%	16%
90% to 85.01%	25%	12%	25%	12%	12%
85% & below	12%	6%	12%	6%	6%

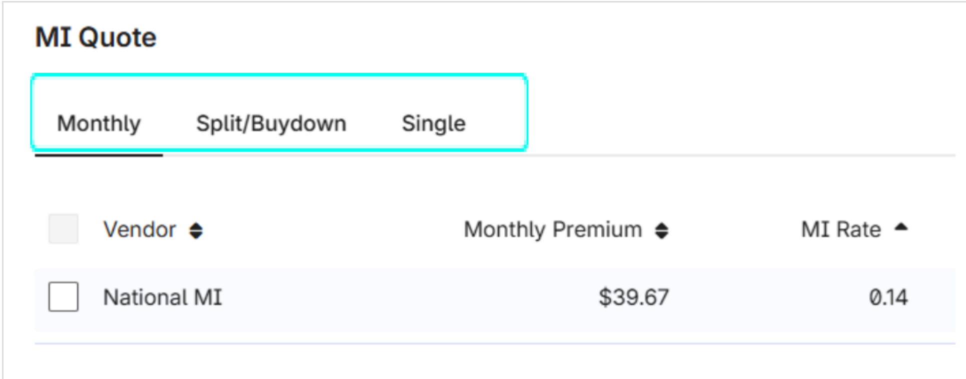
To finish generating the MI Quotes, click the **Get Quotes** button.



NOTE If the Get Quotes button is grayed-out, then the required fields have not been completed.

After the quote has been requested, the MI Quote results page will display the best execution product at the top.

Here, you can view quotes by mortgage insurance type. The available options will vary based on your organization's setup.



Borrower-Paid Monthly (BPMI): The most common type; the MI premium is added to the monthly mortgage payment. It can be removed once the borrower builds sufficient equity.

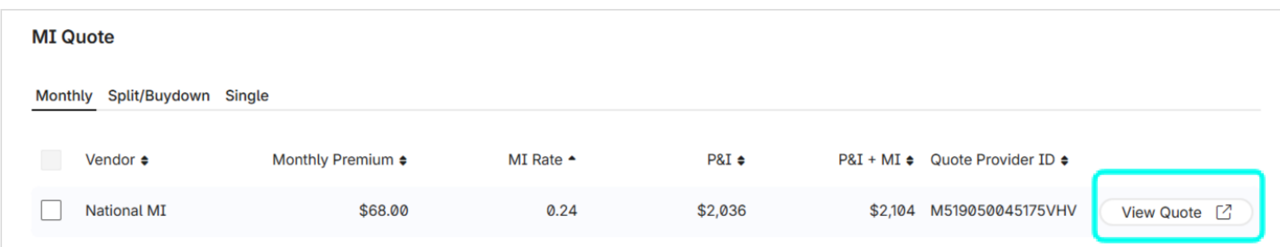
Single-Premium BPMI: A single upfront MI fee is paid without raising the interest rate.

Split-Premium: Part of the MI premium is paid upfront, and the remainder is paid monthly, a hybrid approach.

Lender-Paid (LPMI): The lender covers the cost by building it into a higher interest rate.

Eligible quotes are sorted by the best execution.

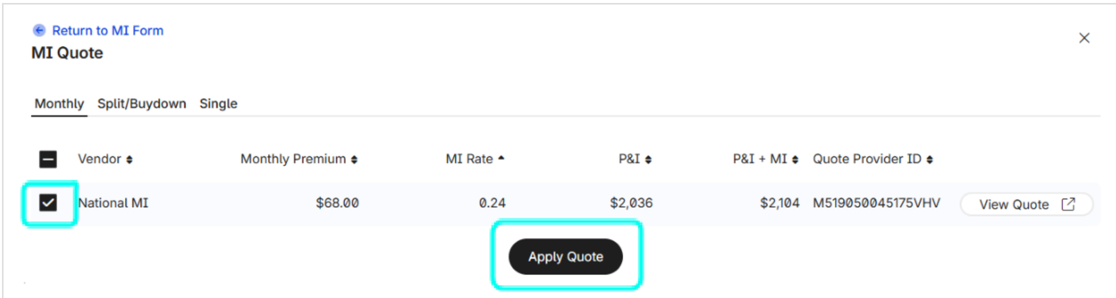
For each eligible quote, users can click the **View Quote** button.

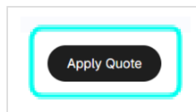


This opens a new browser window with a PDF version of the MI quote on the vendor's letterhead, which can be downloaded and saved.

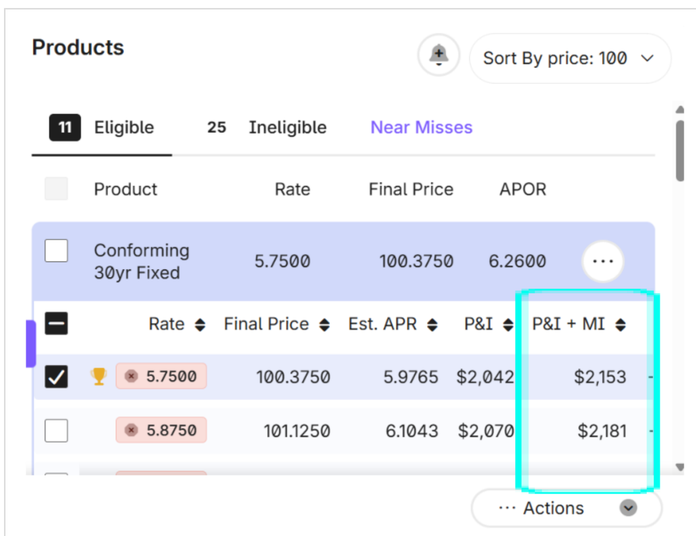
If a vendor is not able to provide a quote, the vendor will display in the Disqualified Quotes section at the bottom. Click the vendor's name to expand for an explanation.

To save a quote, click the selection box next to the vendor's name and click the **Apply Quote** button.





This will return the user to the product and pricing search results with the P&I+MI field updated.



NOTE Depending on your TPO Connect, the PDF quote may also be written back to your TPO Connect document folder at lock request. Contact your administrator for more information.

CHAPTER 7

Frequently Asked Questions

Is all existing functionality available?

Most of the functionality that exists for loan officers in the legacy Polly platform are available with the updated loan officer experience. Some items are still in development.

Currently Supported Future Enhancement

- Loan Scenario
- Loan Pipeline
- Initial Lock
- Lock Extension
- Reprice
- Initial Lock w/ Price Exception
- Float
- Float w/ Price Exception
- Forced Reprice
- Price Exception
- Product Change
- Relock
- Lock Cancellation
- Non-Standard Loan Terms
- Mortgage Insurance Quotes
- Save/Load Loan Scenarios
- Loan History
- LLPA/Eligibility Grid Access
- Polly AI (Learn more here)
- Pipeline Monitoring
- Rate Alerts-LO Pro
- Investor Guidelines Document Support
- All In Price (*TBD)

Mortgage Coach and Rule Tool-Partner Support (*TBD)

Custom MI Rate Card (*TBD)

Float Downs *Timelines are subject to change.

What Devices are supported?

We evaluate market share and usage trends to identify the most widely used systems for ongoing testing and official support. These systems are continuously tested to ensure compatibility. While other systems may still work, they are either not explicitly verified or no longer part of our routine testing process.

Operating System Version

- Windows 11
- Mac Tahoe

Browsers

- Chrome
- Safari

Is this just a visual refresh?

No, this is more than just a visual refresh — it's a complete reimagining of the Loan Officer experience. We've enhanced performance, streamlined navigation, and introduced smarter, more intuitive workflows. The result: faster access, less time wasted, and greater clarity for LOs to quickly understand options and make better decisions.

What happens when a non-loan officer user accesses Polly?

Enhanced workflows are currently available only for Loan Officer functionality. Users with expanded roles—such as price exception approvers, lock desk users, or capital markets—will see the legacy interface for non-LO workflows. However, the updated UI will appear when accessing the pipeline or loan scenario menus.

Are there any additional setup steps when adding loan officers to ensure they have access to the new loan officer experience?

No! Once this is enabled for your organization, any new users added will automatically have access to the loan officer experience interface and workflows.