



Axos Bank Correspondent Delivery Guide

2025

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Banking **Evolved**SM

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New Loan Submission

Register a New File

- > Go to <https://thirdparty lending.axosbank.com/index>
- > Enter Username and Password
- > Click on the 'Upload A Loan' icon
- > Enter Loan Officer Information
 - The Loan Officer Name and NMLS must be entered with accurate information. However, the email address can be entered as 'N/A' if you do not wish the Loan Officer to receive status notification or be contacted throughout the loan process.
- > Choose Loan Program: Agency products are not available for Correspondents
- > Select 'Correspondent' in the dropdown
- > Upload your FNMA 3.4 file. Upon successful upload, you will see a loan number.

- > Step 1: Complete the 'Loan Details' tab
- > Step 2: Click on the 'Submit My Loan' tab. Enter loan and contact information and then click on 'Submit Loan'. The loan will now be in a *Registered* status.
- > Complete the 'Lock Request' tab, if requesting a rate lock at this time.



New Loan Submission

Upload Documentation

- > Navigate to the 'Conditions' tab to upload required documents
- > File formats accepted are TIFF & PDF
- > File size limit is 100 MB
- > Documentation should be uploaded to the corresponding condition for fastest processing

Loan Number 3461218, John Homeowner Floating

Registered	Processing	Underwriting	Conditional Approval	Cond Rvw 1	Cond Rvw 2	Approved	CTC	CD Wait	Docs Sent	Funded
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← [Loan Details](#) [Submit My Loan](#) [Lock Request](#) **[Conditions](#)** →

Conditions Filter By: All

Code Key:
* = Broker Reqts C = Prior to CD D = Prior to Docs F = Prior to Funding

Code	#	Received	Condition
▼ C		Upload	Correspondent's credit report
▼ C	2	Upload	PERSONAL TAX RETURNS - 1040s: Most recent 2 years of Federal 1040 tax returns, to include all schedules. If most recent year's 1040 tax returns are on extension, provide extension form, proof of payment for any liability owed and the previous 2 years' 1040 returns. Please do not upload state tax returns.

New Loan Submission

Minimum Documentation Required

- > Once the loan is in a *Registered* status, the Intake Department will review for compliance and necessary documentation.
- > If additional documentation is required, you will receive a 'Registration Suspense' notification.
- > This notification will detail items necessary to move the file into a *Processing* status
- > **Minimum documentation required to move file out of Intake:**
 1. Borrower's Authorization (executed and dated)
 2. Intent to Proceed
 3. Initial Loan Estimate executed by borrowers
 - A change of circumstance is required for any re-disclosed LEs
 4. Settlement Services Provider List
 5. All other required initial disclosures
 6. E-Sign Consent, if disclosures were electronically signed
 7. 1008
 8. Initial 1003 signed and dated by Borrower/Loan Officer (with NMLS number for Loan Officer and Company)
 9. Credit report dated within 90 days (if credit report has a fraud alert, processor's cert to clear fraud alert must be included with submission)
 10. Foreign National Borrowers must have a U.S. mailing address and phone number
 11. If Higher Priced Mortgage Loan, impounds must be included

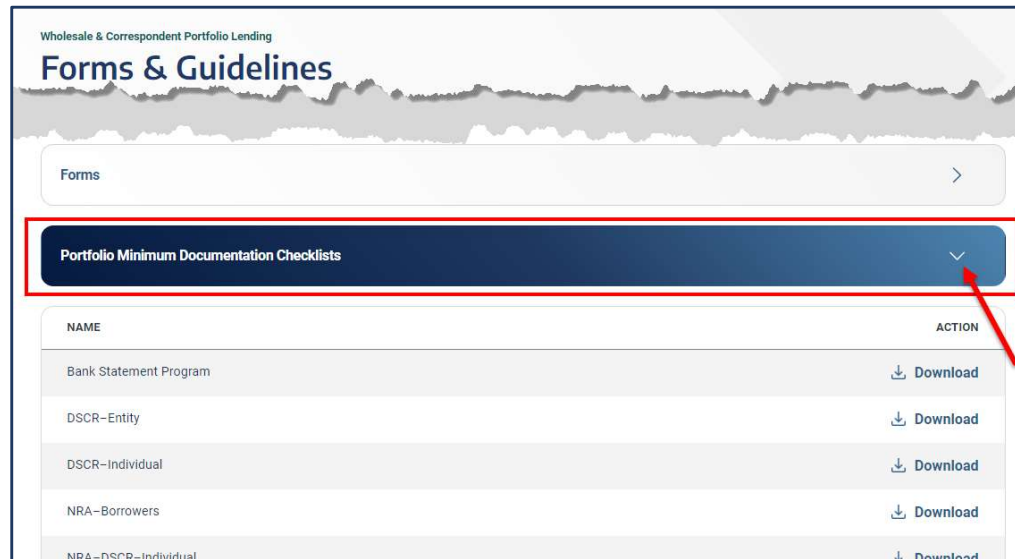
New Loan Submission

Minimum Documentation Required (cont'd)

> **Minimum documentation required to submit to underwriting:**

1. Portfolio Submission Summary, completed by the AE (internal)
2. Go to the Forms & Guidelines site and expand the Minimum Documentation Checklist section. Review the Minimum Documentation Checklist for the subject loan to ensure minimum required docs are uploaded.

<https://www.axosbank.com/Partners/Wholesale-Correspondent-Portfolio-Lending/Forms-and-Guidelines>



- > Once the Portfolio Submission Summary is in the file, the loan will be assigned to an Account Manager (AM). The assigned AM will send an introductory email to the processor on file.
- > The AM will review the Minimum Documentation Checklist and the uploaded documents and will send a list of any outstanding items needed to submit the file to Underwriting.

Loan Estimate

LE Information

Loan Estimates that are not compliant will cause the file to be rejected.

- > Loan Estimate must reflect correct *loan amount, rate and PITI*
- > Prepayment Penalty:
 - Must be 'yes' for all Portfolio ARM - Investment properties except for OR and NJ
- > ARM information such as margin and caps must be accurate
- > Page 3 of the LE must reflect correct Lender and Loan Officer's NMLS or license numbers
 - Lender and NMLS/License ID
 - Loan officer and NMLS/License ID
 - Email
 - Phone
- > COC LEs
 - Provide all COC coversheets with corresponding LEs
 - Upload COC coversheet and LEs in chronological order (COC form to be the first page)

Loan Approval

Condition Details

- > Conditional Approval: The Account Manager will send you the Conditional Approval once the loan has been reviewed by an Underwriter.
- > Upload all remaining conditions to the website. We do not accept emailed conditions.
- > The Account Manager will:
 - Receive an email notification for each condition you upload to the website.
 - Submit applicable conditions to the Underwriter for condition review.
 - Keep you apprised of the loan status and what conditions are still outstanding.
- > **DO NOT** upload duplicate documents.
- > **DO** upload documents specified to the condition description.
 - Example: If the condition is asking for a specific page that was missing from the tax returns or bank statements, please do not re-upload the entire tax returns or bank statements.

Loan Approval

Condition Details (cont'd)

- > Prior to CD (PTCD)
 - Submit as many PTCD conditions as you can at one time. Multiple conditions must be received in order to submit the loan to underwriting for a subsequent review.
 - **Note:** Management approval is required on all loans and is listed as a PTCD condition.
 - As a Correspondent Lender, you can draw closing docs when you feel comfortable. We do not require all PTCD/PTD conditions to be signed off before you close your loan. **However, it is recommended to wait until the loan has received management approval before closing the loan.**
 - Axos Bank does not issue a 'Clear to Close' on Correspondent loans.

- > Prior to Funding (PTF) / Prior to Purchase (PTP)
 - All PTF and PTP conditions must be received/signed off prior to purchase.

- > Post-Funding / Post-Purchase
 - Unless specified, must be provided and cleared no later than 5 days after purchase.

Appraisals

Appraisal Information

- > Correspondents are not required to use the Axos Bank approved AMCs.
- > If two (2) appraisals are required, they must be ordered from different AMCs.
- > Axos Bank orders appraisal reviews on all loans. Loan must be in a *Conditionally Approved* status with all required appraisals in the file before the appraisal review will be ordered.
- > Appraisal/Valuation delivery to borrower:
 - All valuation products are required to be promptly delivered to the borrower.
 - Proof of delivery of appraisal is required for each valuation (i.e. if there are two appraisals in the loan, need evidence of both appraisal deliveries and acknowledgement of receipt by the borrower).
 - Closing documents must be dated at least 3 business days after last acknowledgement date.

Appraisals

Appraisal Acknowledgement

- > Options for providing proof of Appraisal Delivery and Acknowledgement of Receipt
 - Email printout sent to Borrower: Email printout must include sender's email address, recipient's email address (must match borrower's email address on file), date/time stamp of email, and body of email indicating appraisal is attached.
 - > If borrower replies acknowledging receipt of the appraisal, must be on the same email chain and the printout must include the items listed above.
 - > If there is no *acknowledgement of receipt* by the Borrower, ensure the 3-day mailing period has been applied in addition to the 3-day wait period.
 - Appraisal acknowledgement form: Form must include relevant information such as (but not limited to) borrower name(s), subject property address, how appraisal was delivered, and when they received the report. The form cannot be the one included in the closing doc set that only specifies they received the appraisal at least 3 days prior to consummation. That form does not provide evidence of *when* and *how* the appraisal was delivered and *when* the borrower received the appraisal. Example:

APPRAISAL RECEIPT ACKNOWLEDGEMENT

Loan Number: [REDACTED]
Borrower Name(s): John Homeowner and Mary Homeowner
Property Address: [REDACTED]
Mesa, AZ 85208

I / we, John Homeowner and Mary Homeowner (borrower/s) hereby acknowledge that I / we have received a copy of the appraisal performed on the above property address. I / we received the copy of our appraisal on 10/26/22 (date) by the following method:

email
 standard mail
 hand delivered

Appraisal delivery date is at least 3 days prior to scheduled closing.

I / we also certify that other than the initial cost of the appraisal, we were not charged any extra fees to receive this copy.

Borrower: [Signature] John Homeowner Date _____ Borrower: [Signature] Mary Homeowner Date _____

Online

- > Log in to the B2B website
- > Locate loan in active pipeline
- > Use the lock request tab
- > Click on 'Price the Loan'

Manually

- > Manually complete lock request
- > Email the lock request to lockdesk@axosbank.com

Notes:

- > Questions about rates or pricing? Contact your Account Executive (AE).

Closing

CD Information

- > Pages 1 & 2:
 - Loan number on the CD must match the loan number on the LE
 - Payee names required to be completed on all applicable fee lines

- > Page 3:
 - Purchase transactions: IPC credits cannot exceed lesser of total closing costs (or as defined by purchase agreement) or defined percentage of the sales price (review the 'Seller Credit' condition)

- > Page 4:
 - Assumption: Box for 'will not allow' must be checked
 - Demand Feature: Box for 'does not have a demand feature' must be checked
 - Late Payment: Late payments per state guidelines
 - Escrow Account: Ensure the appropriate box(es) is/are checked

- > Page 5:
 - Liability after foreclosure:
 - > No for: AL, CO, DC, KY, MD, MA, MI, MO, NH, NM, RI, VA, WV, WY
 - > Yes for all other states
 - Contact information: Must include all contact information for Lender, Real Estate Broker, and Settlement Agent. All license numbers must be listed.

Closing

Approved Vendors

- > **Closing Documents** must be drawn using an Axos Bank approved vendor:
 - DocMagic
 - IDS
 - Docutech
 - ICE Mortgage Technology (previously Ellie Mae)

- > **Approved e-Sign Vendors:** DocuSign, DocMagic, HelloSign, OneSpan, PandaDoc, Right Signature, Sertifi, SignNote, SignX, and Zoho Sign
 - Any documents that are e-Signed (LOEs, Initial CDs, etc) must include the eSign Certificate for the document that was electronically signed.

Closing

Vesting in a Trust/Entity

- > Trust/Entity approval from the Axos Bank Attorney is required before you can draw closing docs
- > Trust/Entity Review Fee: check ratesheet for current fees
- > Provide all required documentation to your assigned Account Manager. The review request will not be submitted to the Axos Bank Attorney until all required items are received.

Trust	Entity
1. An opinion letter from the Corporation's legal counsel	1. An opinion letter from the Corporation's legal counsel
2. Filed Certificate of Incorporation/Articles of Incorporation	2. Filed Certificate of Incorporation/Articles of Incorporation
3. Certificate of Good Standing	3. Certificate of Good Standing
4. Signed Corporate Bylaws	4. Signed Corporate Bylaws
5. Resolution of Unanimous Consent	5. Resolution of Unanimous Consent
6. All applicable Shareholder Agreement(s)	6. All applicable Shareholder Agreement(s)
7. A complete Shareholder List	7. A complete Shareholder List
8. Certified copy of Trust Agreement and any amendments thereto	
9. Preliminary Title Report	

Vesting in a Trust/Entity (cont'd)

- > Once the Trust/Entity is approved, the Account Manager will send you the approval which will include:
 - Trust Approval: Signature Matrix
 - Trust Affidavit: to be executed with closing docs
 - Certification of Trust: to be executed with closing docs
 - Sample Accommodation Rider: must be completed and included in the doc package
- > Follow the Vesting and Signature Line Matrix per the approval
- > Best Practice: Drawn docs in a trust/entity should be submitted to Axos for review/approval prior to signing (just send Note and DOT/Mtg).
- > Sample of an Entity Approval/Signature Matrix:

<p>1. Name and Principal Place of Business.</p> <p>The name of the Company is [REDACTED] with a principal place of business at [REDACTED] The mailing address shall be [REDACTED]</p> <p>2. Registered Agent.</p> <p>The name of the Registered Agent is [REDACTED] with a registered office located at [REDACTED] [REDACTED] for the service of process as of September 13 2022 ("Registered Agent"). The Registered Agent may change at any time by the Company filing an amendment with the Secretary of State, or respective office, in the State of Florida.</p>		
<h3>LLC Signatures</h3>		
Note and Addenda	Borrower	[REDACTED] Cohen
Security Instrument and Riders	LLC	[REDACTED] LLC, a Florida limited liability company By: [REDACTED] Cohen, as the designated Member, Managing Member, and Manager for [REDACTED] LLC
Vesting on Security Instrument	LLC	[REDACTED] LLC, a Florida limited liability company
Accommodation Paragraph of Accommodation Rider	Borrower	[REDACTED] Cohen
Accommodation Rider Signature		<i>Must match the security instrument/deed of trust</i>

Closing

Closing Doc Requirements

- > Upload the fully executed closing package to the 'Correspondent's Signed Closing Docs' condition
 - Upload the signed closing docs in the appropriate stacking order. Always go to the B2B website to obtain the most recent stacking order.
 - Provide signed LOEs, profit & loss statements, tax returns, etc.
 - Provide copies of all invoices and paid in full receipts.

- > Upload outstanding documents to their respective conditions such as:
 - Fully executed final 1003
 - Copy of funds to close (if applicable)
 - Fully executed deed (if applicable)
 - Seller signed CD (if applicable)

- > CDs and corresponding COC forms (if applicable). Please upload the CDs to the respective condition and include any applicable COC Coversheets before the CD pages.
 - CD – Initial: Only upload the Initial CD (starts 3-day wait period)
 - CD – Signed with Docs: Upload CD that was signed with docs
 - CD – Subsequent: Provide any subsequent CDs provided in chronological order
 - CD – Final: If applicable, provide post-funding CD with corrections or tolerance cure checks

Closing

Purchase Reviews

- > **Initial Review:** Occurs within 48 hours from time of submission. This is triggered after the Account Manager has reviewed the uploaded documents. The Account Manager will complete an initial review for critical items before requesting the Funder to complete the full doc review.

- > **Subsequent Review(s):** Occurs within 24 hours from time of submission.

- > **Prior to Purchase Conditions:** Once the documents have been reviewed, a 'Prior to Purchase Needs List' will be issued. Upload requested documents to their respective condition.

DO NOT:

- DO NOT upload the entire *credit* package again. Only upload the *closing* docs and items required to satisfy outstanding conditions.
- DO NOT re-upload documents that have already been signed off or satisfied.
- DO NOT upload the same documents to multiple conditions.

Closing

Important Closing Information

- > Provide **Wire Instructions/Bailee Letter**
- > Provide fully executed/endorsed **Allonge**
- > **Initial Escrow Account Disclosure (IEAD):** Cushion cannot exceed 1/6 of the disbursements
- > **CA Per Diem Disclosure:** Must be fully executed by the Correspondent Lender
- > **Compliance Audits:**
 - Cannot have 'fails'. Provide an LOE for any fails that cannot be corrected.
 - NY Subprime: All NY loans must pass the 'NY Subprime Home Loan' test
- > **DOT/Mortgage:**
 - Vesting must match prelim/deed exactly
 - APN and legal description must be accurate

Closing

Note & Axos Bank Warehouse Information

- > Original Note:
 - Allonge must be executed by the Lender and be endorsed to Axos Bank, ISAOA, without recourse
 - Bailee Letter must be provided
 - Note and Allonge to be shipped to (unless using Axos Bank Warehouse line):
 - Axos Bank
 - 4350 La Jolla Village Drive, Suite 140
 - Mail Code: SCD-058
 - San Diego, CA 92122
 - We will not purchase your loan until we receive the original Note

- > If you are using the **Axos Bank Warehouse** line:
 - Send the Note to:
 - U.S. Bank
 - ATTN: Axos Bank Warehouse Team
 - 4527 Metropolitan Court, Suite C
 - Frederick, MD 21704
 - We will not purchase your loan until our doc custodian is in receipt of the original Note
 - Provide an Allonge and Bailee Letter

- > **Reminder:** Both the *closing package* and *collateral package* must be delivered and logged into our system on or prior to the lock expiration date.

Closing

Roll Fees

- > **Initial Lock Expiration:** Correspondent Lender must upload the CLP (signed Closed Loan Package) for review *and* provide the original Note to Axos Bank by this date.
- > **7-calendar day 'grace period':** Grace period given to Correspondent Lender to satisfy open strips for purchase before incurring roll fees. The 7-day grace period is given if both the Original Note and the CLP are received prior to the lock expiration.
- > **Roll fees charged:** Roll fees will start to incur once the 7-calendar day grace period has elapsed from the end of the lock period. The Correspondent Lender will be charged **2 bps/day** until the loan is purchased.

Post Purchase

Insurance & MERS Transfer

- > Insurance Transfer (hazard/flood):
 - Ensure all applicable insurances are transferred to Axos Bank
 - Ensure the Axos Bank loan number is listed: use investor loan number starting with a 7
 - Mortgagee Clause:
 - Axos Bank
 - ISAOA/ATIMA
 - P.O. Box 5804
 - Troy, MI 48007-5804
 - Loan # (investor loan number that starts with a 7)

- > MERS Transfer:
 - Transfer MERS to Axos Bank within 48 hours of purchase
 - Axos MERS ID: 1007359

Post Purchase

Servicing Transfer

- > Servicing Transfer:
 - Loan Number: Always reference Axos Bank's 700 loan number
 - New Servicer Information:
 - Axos Bank
 - Loan Servicing Department
 - (866) 923-7112
 - P.O. Box 401420
 - Las Vegas, NV 89140
- > Website: <https://www.axosbank.com/Customer-Support/Personal-Support/Manage-My-Loan>
- > Payments Sent Via Mail: Axos Bank, P.O. Box 80471, City of Industry, CA 91716-8471
- > One-Time Online Payment: <https://loanpayment.axosbank.com/>
- > Home Loan Customer Service:
 - Phone: 866-923-7112
 - Fax: 858-764-9985
 - Email: servicing@axosbank.com
 - Hours: Monday through Friday, 8:00 am – 5:00 pm PT

