Seller Guide Update

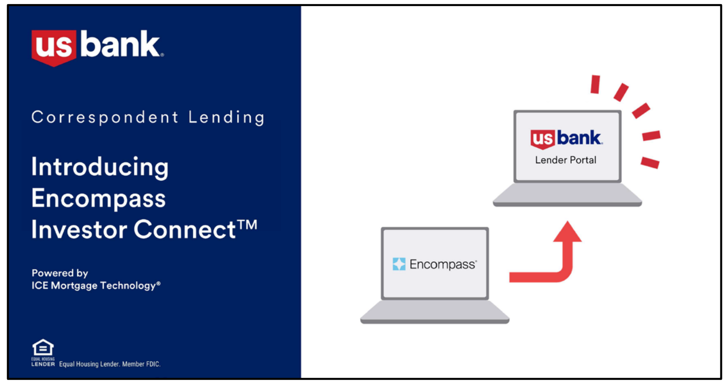
SEL-2024-030: Reminder: U.S. Bank Integrated with Encompass Investor Connect™ July 30, 2024

☒ Correspondent Lending
☒ Housing Finance Agencies (HFA)

Summary

Underwriting/Delivery	
X	Corr. Delegated
X	Corr. Non-Delegated
X	Corr. EZD
X	Corr. Mandatory
X	HFA Delegated
X	HFA Non-Delegated
Products	
X	Conv. (Freddie)
X	Conv. (Fannie)
X	Conv. (Portfolio)
X	FHA
X	VA
X	Rural Development

As a reminder, U.S. Bank announced in April that we are now fully integrated with Encompass Investor Connect™, giving lenders the ability to:



- Deliver one or multiple loans to U.S. Bank directly from Encompass.
- Check loan delivery status in Encompass.
- View details of the loan package (which files were sent by whom and when).

Key Participation Highlights

- Loans **must** be registered/reserved in U.S. Bank's Lender Portal (including delegated and non-delegated).
- Investor Connect is **not** available for HFA Credit and Closed packages delivered via **DocVelocity/AIQ**.

Encompass – Investor Connect Submissions

Non-Delegated Delivery	Delegated Delivery
Once a non-delegated credit package has been Submitted for Underwriting and cleared to close, a user will be able to deliver the closed package (Submit for Purchase) via Investor Connect. Any additional 3.4 data sent will not be imported into U.S. Bank systems.	Once a delegated loan has been Submitted for Purchase, no additional document or data submissions will be allowed to be submitted via Investor Connect.

Correspondent and HFA Stacking Orders

Please ensure that the Encompass Investor Connect document templates include all documents required for U.S. Bank review. The U.S. Bank stacking orders for credit and closed packages are in our Correspondent Seller and HFA Lending Guides in AllRegs:

- Correspondent/HFA Section 900 – Closed Loan Delivery Checklists
- Correspondent Section 1100 – Underwriting Submission Checklists

Getting Started

Option 1: Lenders currently utilizing Investor Connect

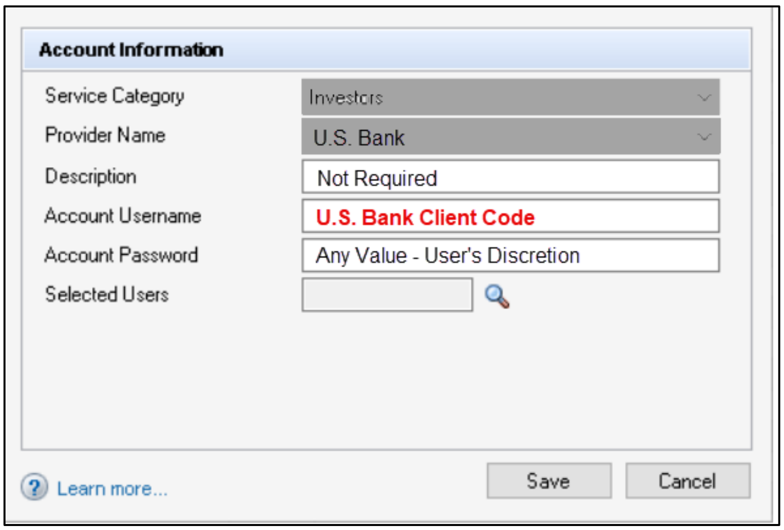
Configuring Your Investor Connect Setup

For lenders currently utilizing Investor Connect, your administrator needs to complete the following steps when configuring Encompass Investor Connect in the Encompass settings. Please note that it is essential that when completing the account information that you use the **U.S. Bank Client Code** as shown in **red in the screen shot below.**

In addition to this update, on July 30, U.S. Bank will email the lender administrator contact within your organization directly with your required **U.S. Bank Client Code**.

Services Password Management

Your Encompass administrator must follow these guidelines when creating the Account Details entry for US Bank in the Services Password Management setting (**Encompass** > **Settings** > **Company/User Setup** > **Services Password Management**):



1. Enter your company's **U.S. Bank Client Code** in the Account Username field. If you do not have your **U.S. Bank Client Code,** please contact U.S. Bank Client Support at 800-200-5881, and choose Option 1 or email CorrespondentHelpdeskSupport@usbank.com for assistance.
2. Enter the password of your choice in the Password field.
3. U.S. Bank's LOS requires a permission to be in place for each client to deliver via Investor Connect. If you receive the following message: "**Investor Connect is not supported for this seller"** please contact U.S. Bank Client Support at 800-200-5881, and choose Option 1 or email CorrespondentHelpdeskSupport@usbank.com for assistance.

Option 2: Lenders not currently utilizing Investor Connect

If you are not already utilizing Investor Connect and would like more information, we encourage you to reach out directly to ICE Investor Connect Support at 1.800.777.1718 (5 a.m. - 5 p.m. Pacific, Monday - Friday (excluding holidays).

Essential tools to get started

To get started, please refer to the following information you'll need located in our AllRegs library including the required details to ask your organization's Encompass Admin to complete a one-time set up in Encompass to access U.S. Bank from the investor delivery list.

- **U.S. Bank Investor Connect Overview**
  - Loan Registration/Reservation and Pipeline Management
  - Investor Connect Flow
  - Encompass to U.S. Bank Requirements
  - Investor Connect Submission Types
  - Lender Portal – Third Party Import Screen
  - Status/Error Messages
  - Additional Features
  - Reporting
  - Additional Information
  - Contact Information
- **U.S. Bank Correspondent/HFA Addendum to Encompass Investor Connect Lender User Guide**
  - Configuring your Investor Connect Setup
  - Submitting Data and Document Packages
  - Required Data Fields
  - Additional Information

Guide Updates: This information has also been added to the Correspondent Seller and HFA Lending Guides in the Client Resources library for your access.

Best Practices

Please note the following best practices when utilizing Investor Connect:

Topic	Best Practices/Solution
U.S. Bank Client Code	As mentioned on page 2 of this announcement, it is essential that when completing the account information during Investor Connect set up, you use the **U.S. Bank Client Code.** If you do not know your U.S. Bank Client Code, please contact U.S. Bank's Client Support at the number below.
U.S. Bank Loan Number	Please remember to use the U.S. Bank loan number (as assigned in Lender Portal once you register the loan) as the Investor Loan Number when delivering loans through Investor Connect.

Questions

Correspondent: Please contact your Account Executive or the Client Support Area at 800.200.5881, option 1.

HFA: Please contact the Housing Finance Agency Hotline at 800.562.5165, option 1 for the HFA Customer Care Team.

usbank