Broker Guide:

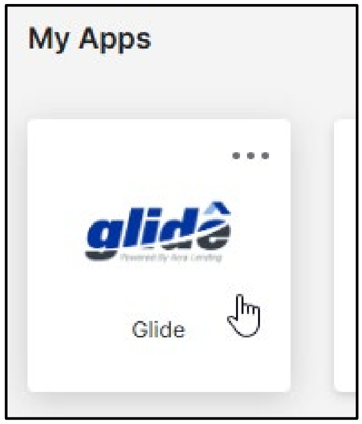
Rework Requests

Citadel Servicing Corporation dba Acra Lending

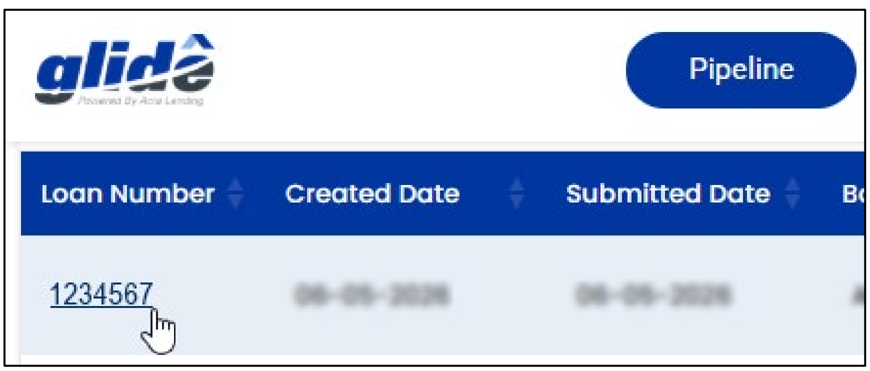
Please Note:
Business Operations will no longer accept manual Rework Request PDF documentation.

Rework Requests

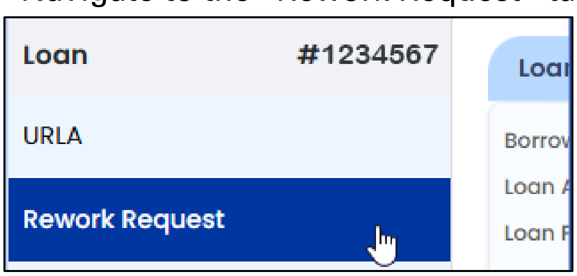
1. Log in to Glide using your Okta portal.

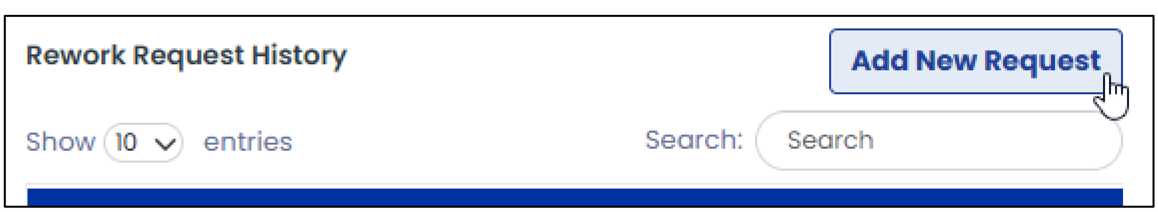


2. From the "Pipeline" page, click into the desired loan file.

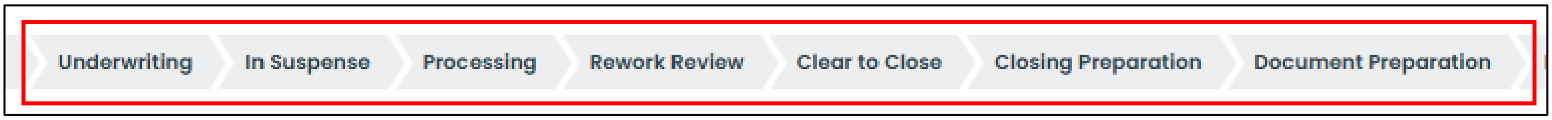


3. Navigate to the "Rework Request" tab and click the "Add New Request" button.

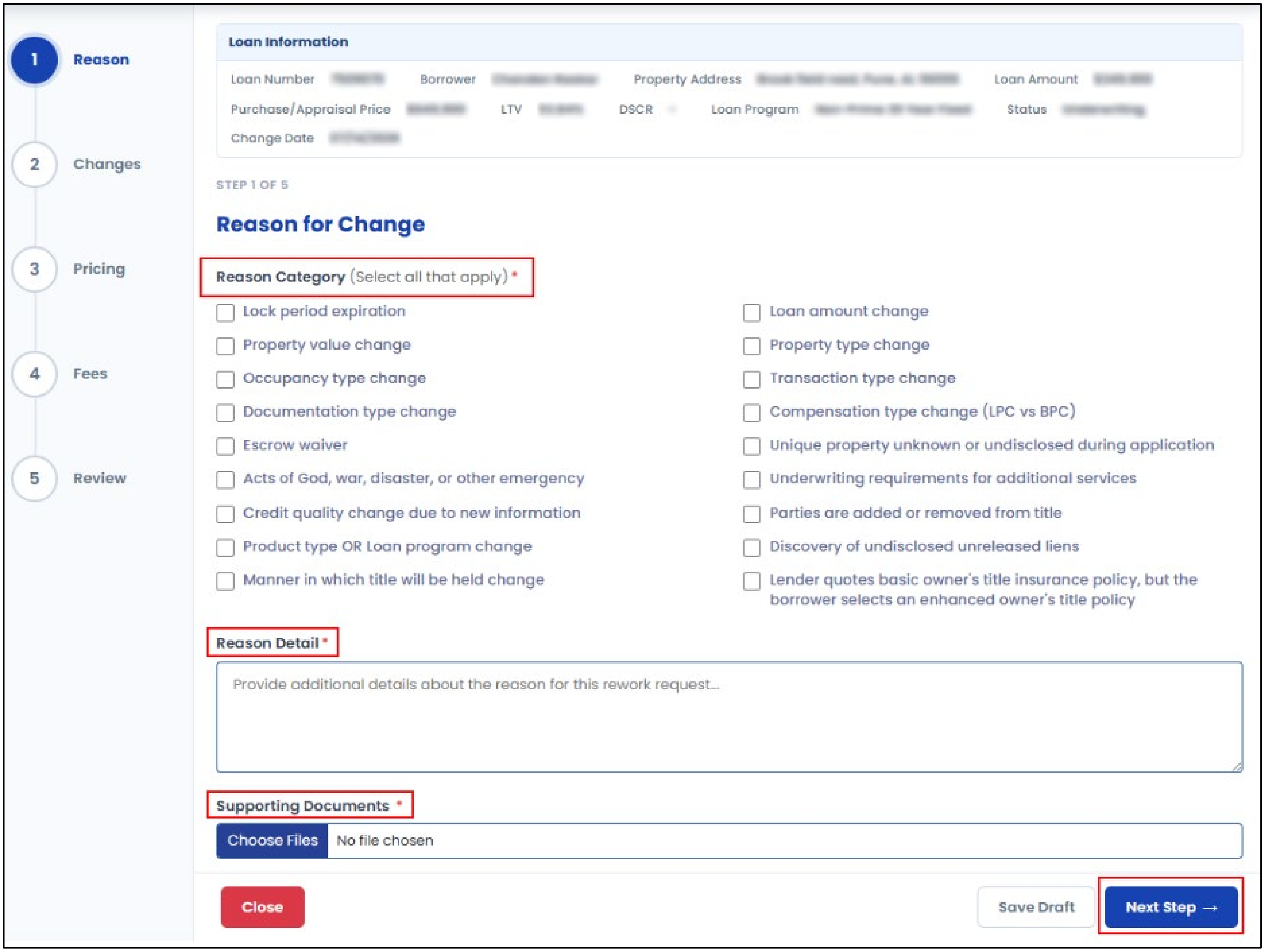




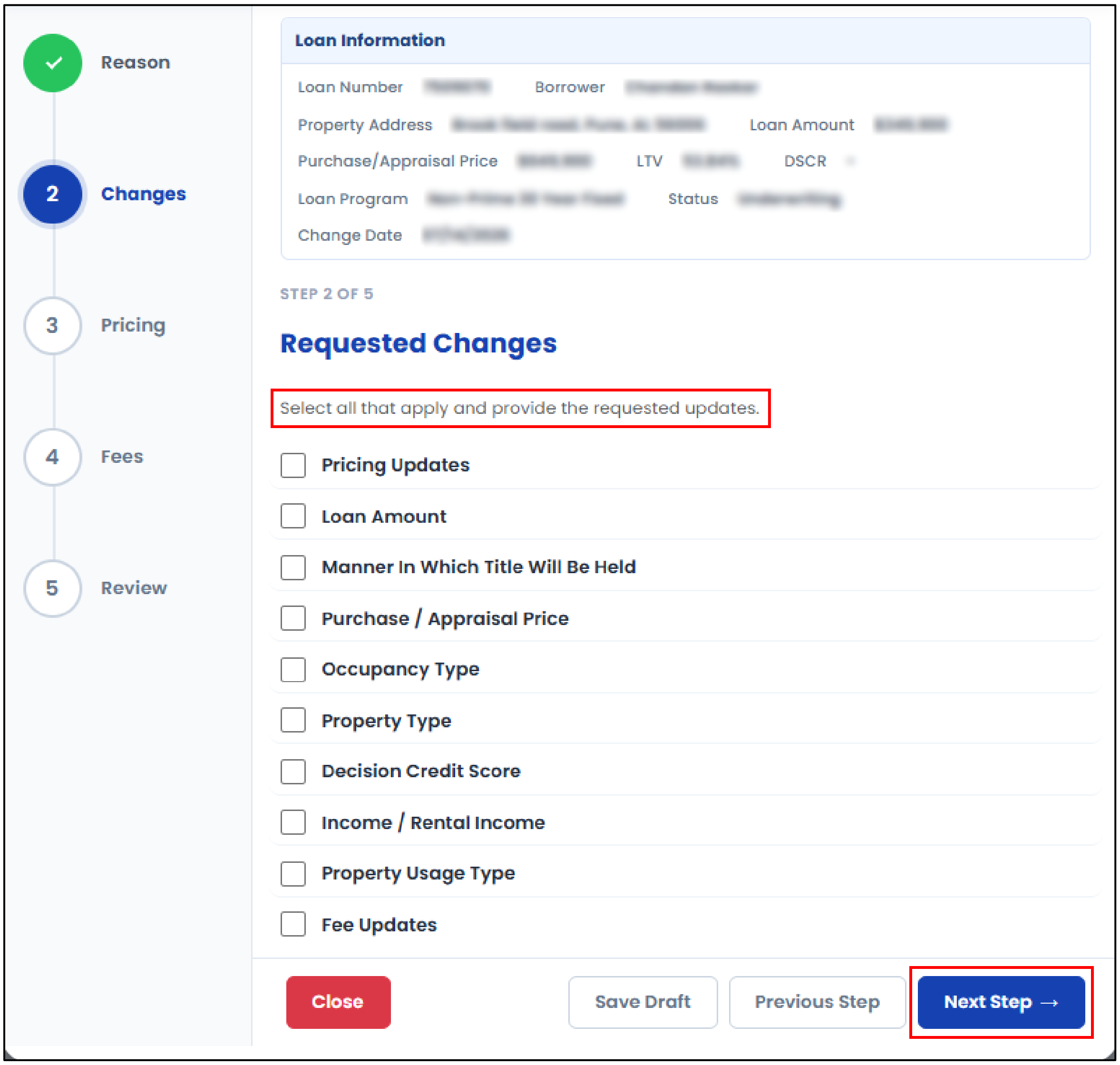
a. The “Add New Request” button will only be available when the loan file is in the following statuses: Underwriting, In Suspense, Processing, Rework Review, Clear to Close, Closing Preparation, and Document Preparation.



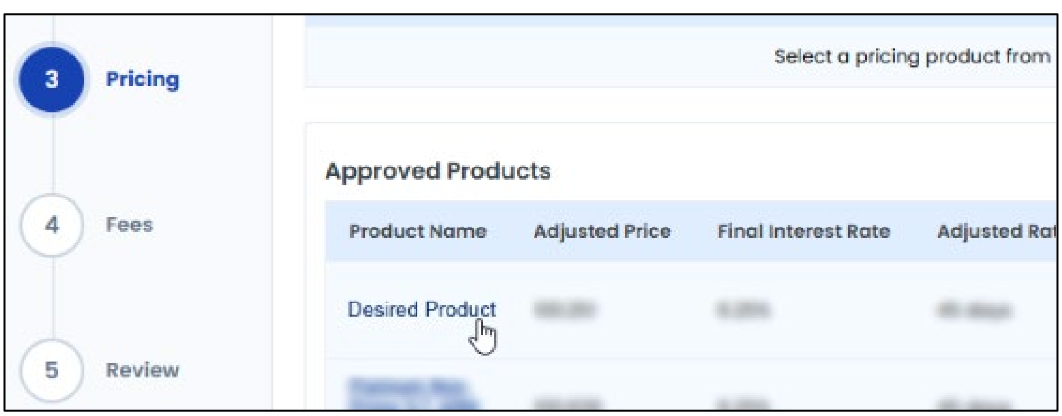
4. In the “Rework Request” pop-up form, fill out all relevant and required data fields on the “Reason” page, then click the “Next Step” button.



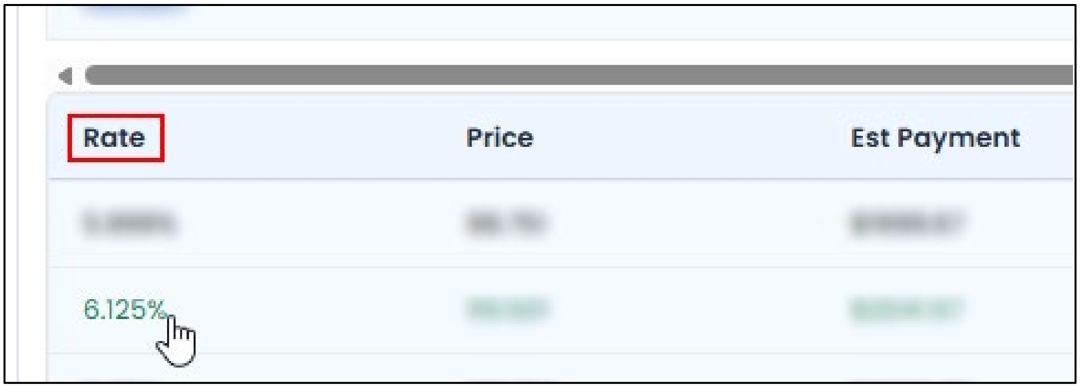
5. Fill out all relevant and required data fields on the "Changes" page, then click the "Next Step" button.



6. Select the desired product type from the "Approved Products" table on the "Pricing" page.

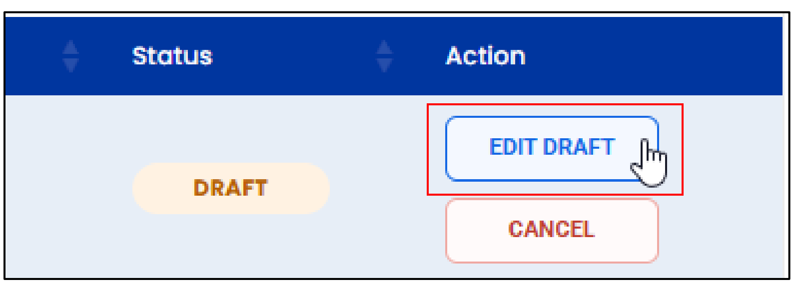


7. Select the desired rate type from newly displayed table.



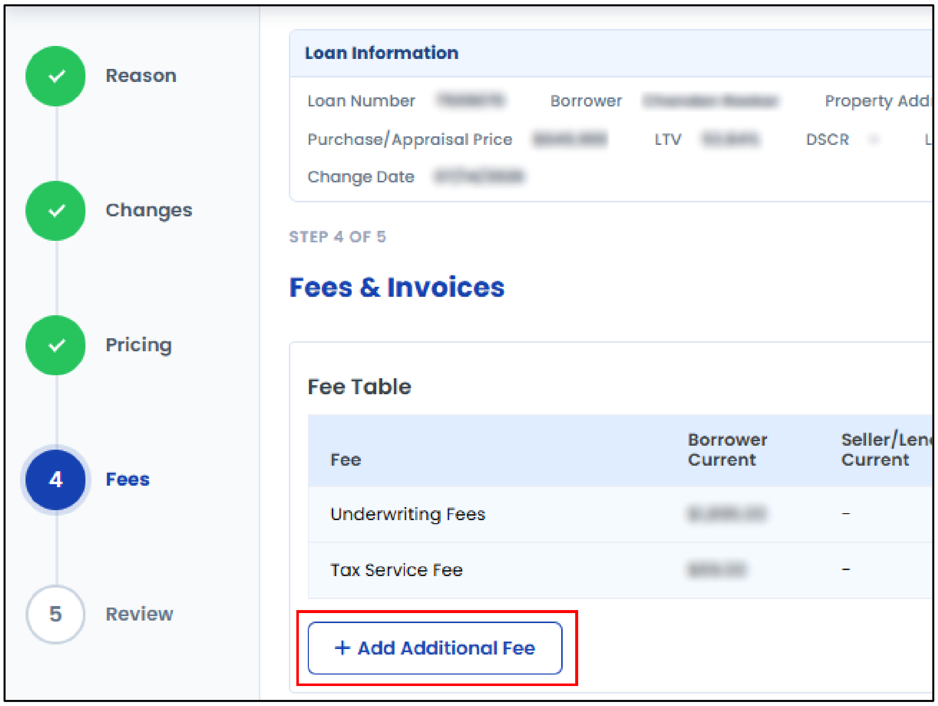
8. If an exceptions request needs to be submitted, click the "Request Exception" button.

   a. If an exceptions request is submitted, the "Rework Request" form will automatically close and all progress will be saved as a locked draft in the "Rework Request History" table. Once the exception request has been decisioned, click the "Edit Draft" button in the "Action" column to continue the rework request.

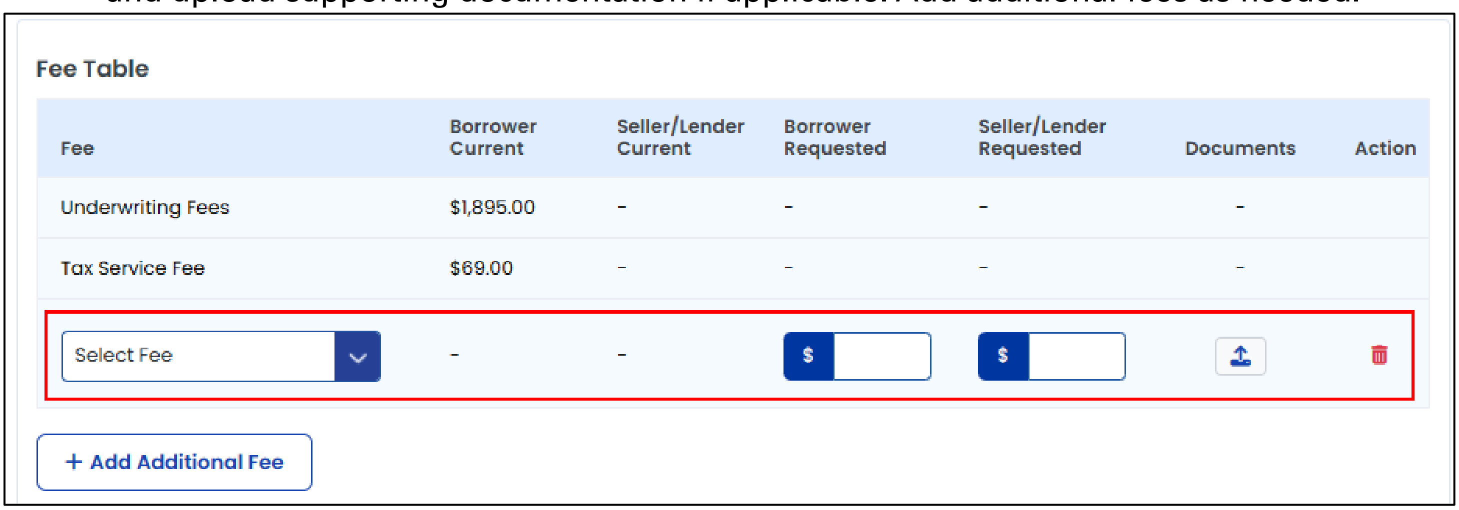


9. Once all selections have been made on the "Pricing" page, click the "Next Step" button.

10. As needed, click the “Add Additional Fee” button on the “Fees” page.

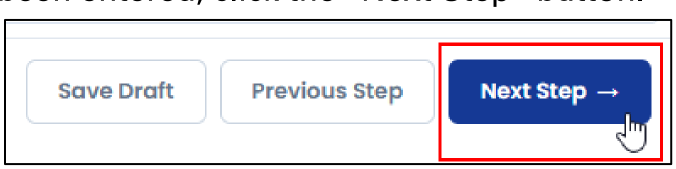


11. Select the desired option from the “Select Fee” dropdown field, fill the currency fields, and upload supporting documentation if applicable. Add additional fees as needed.

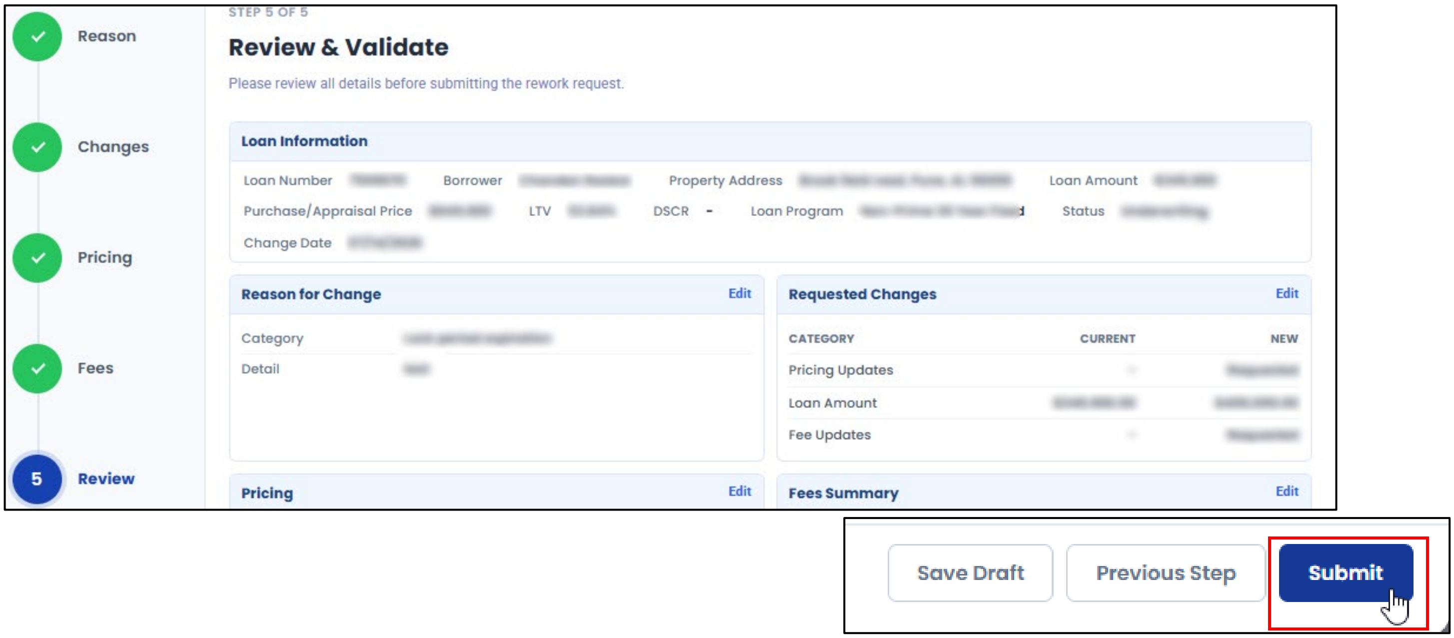


a. If the “Appraisal Fee” the “Credit Report Fee” are selected, the invoice must be uploaded to the “Documents” column before the rework request can be continued.

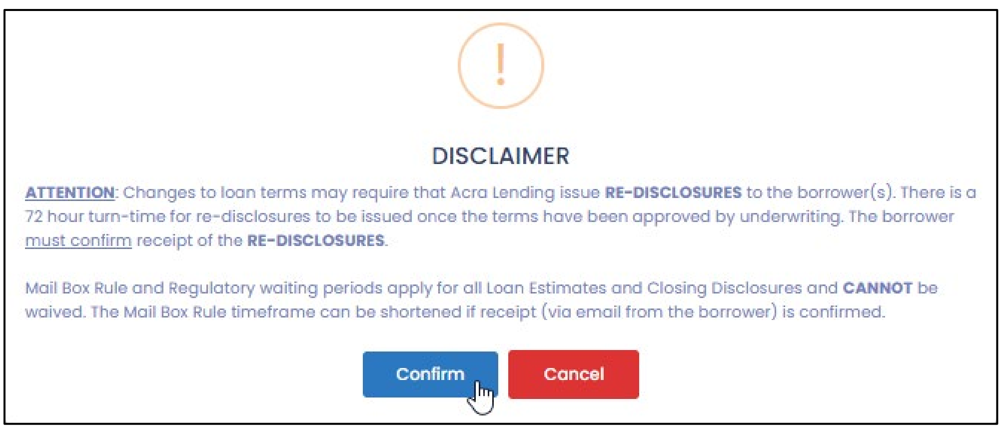
12. Once all fees have been entered, click the “Next Step” button.



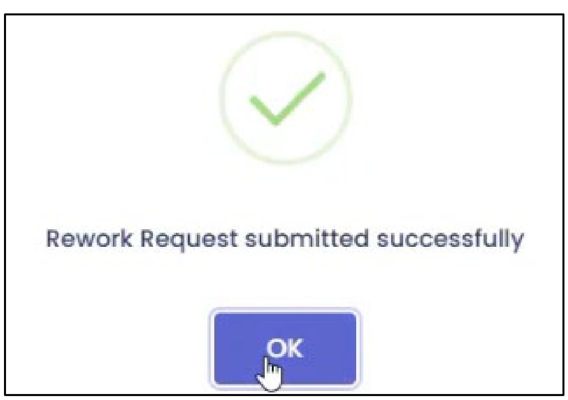
13. Verify all information displayed on the “Review” page is accurate, then click the “Submit" button.



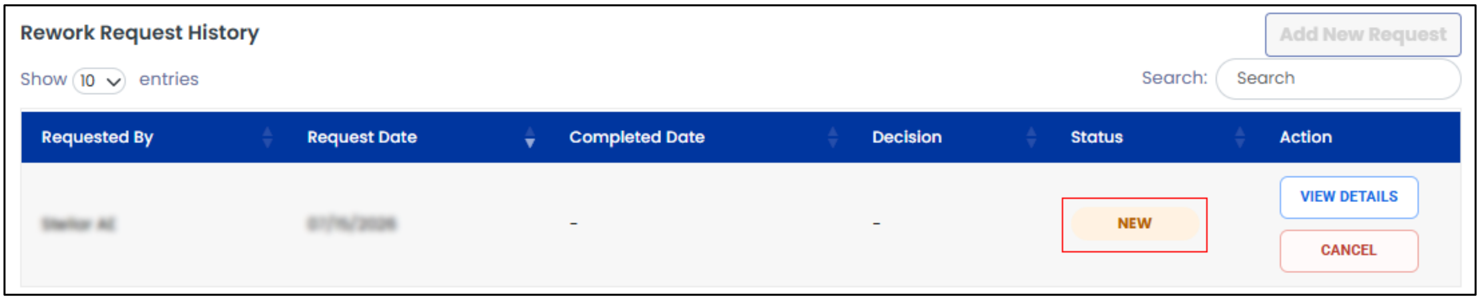
14. If working on a Consumer loan, click the “Confirm” button in the “Disclaimer” pop-up window.



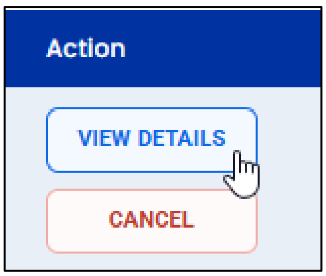
15. Click the “OK” button in the success pop-up window.

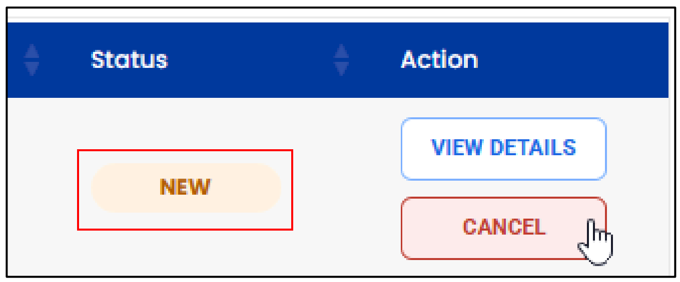


16. Upon submission, the request will be listed in the "Rework Request History" table, and no new requests can be submitted until the current request has been completed or canceled.



➢ Rework request details can be viewed at any time by clicking the "View Details" button, but the rework request can only be canceled while the "Status" is listed as "New."

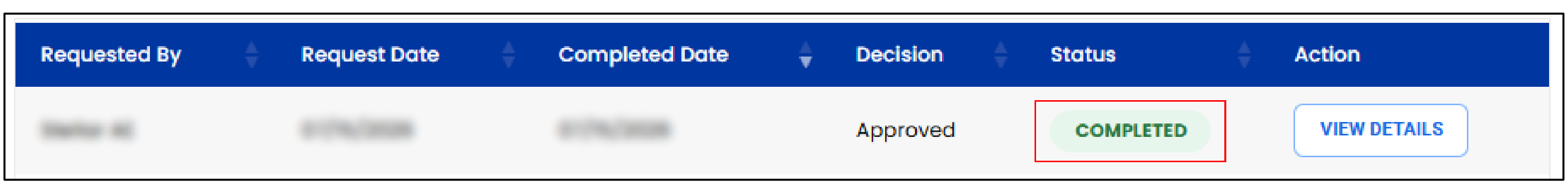


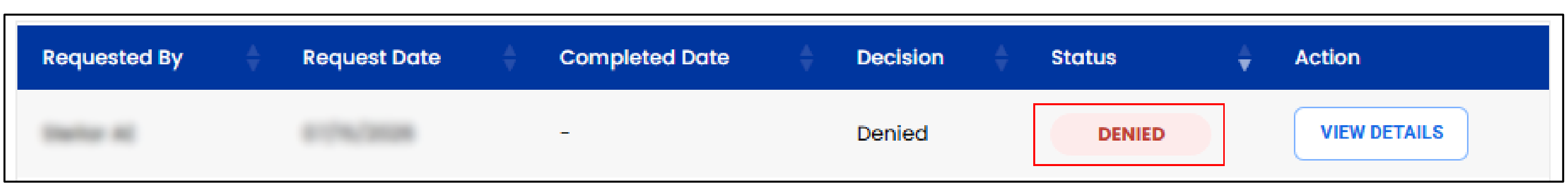


➢ The system will automatically notify the following parties via email that a rework request has been submitted to the loan file:

- Account Executive
- Assistant Account Executive
- Account Manager
- Broker
- Processor
- Underwriter

17. When you receive notification that the rework request status has changed, navigate back to the "Rework Request History" table to review the decision.





Version Control Grid

Version	Edits	Editor	Date
v 1.0	Initial Document created	AV	07.16.26