

Non-Delegated Closed Loan Process

Closed Loan Submission

1. Click Loan Submission to expand
2. Click Upload / View Documents
3. Click Upload Documents on the lower left

The screenshot displays the Spring EQ loan submission interface. A dark sidebar on the left contains a menu with items: Loan Details, Short Application, Full Application, Lock Management, Loan Submission, Upload / View Documents, Loan Submission, Loan Processing, Loan Purchasing, Contacts, Import History, Status History, and Custom Screens. A green arrow labeled '1' points to 'Loan Submission'. Another green arrow labeled '2' points to 'Upload / View Documents'. A third green arrow labeled '3' points to the 'Upload Documents' button at the bottom of the interface.

At the top of the main content area, there is a header with 'LTV/CLTV: 23.53% / 48.27%' and 'Occupancy: Primary'. Below this is a progress bar with four steps: 'Application' (green), 'App Submitted' (green), 'Underwriting' (blue), and 'Closed' (grey).

The main content area is divided into two sections. The first section is titled 'Partner Uploaded Documents' and contains a table with the following data:

DATE/TIME	DOCUMENT CATEGORY	DOCUMENT TYPE	COMMENTS
6/18/2026 11:22 PM	PPR Specific Documents, P...	PPR Specific Docs	
6/18/2026 11:18 PM	Appraisal Product Document...	Exterior Appraisal Report	
6/18/2026 11:18 PM	Title Product Documents (Co...	Property Report With Tax_V01	
6/18/2026 11:18 PM	Loan/Application Specific Do...	Photo ID/SSN Card	
6/18/2026 11:18 PM	Property Specific Docs, Part...	Flood Cert	

The second section is titled 'Additional Uploaded Documents' and contains a table with the following data:

DATE/TIME	DOCUMENT CATEGORY	DOCUMENT TYPE	COMMENTS
6/19/2026 3:57 PM	Partner Viewable Docs	Lock Confirmation	Lock Confirmation test
6/18/2026 11:54 PM	Credit Specific Docs, Partner View...	Credit Misc Documents	Loan Term Change Reque...
6/18/2026 11:27 PM	Credit Specific Docs, Partner View...	Credit Misc Documents	Loan Term Change Reque...
6/18/2026 11:24 PM	Credit Specific Docs, Partner View...	Credit Misc Documents	Loan Term Change Reque...
6/18/2026 11:17 PM	Credit Specific Docs, Partner View...	Credit Misc Documents	Loan Term Change Reque...

At the bottom of the interface, there are four buttons: 'Upload Documents', 'Remove Documents', 'Download All Additional Documents', and 'Download All Partner Documents'.

4. Click Browse button, locate necessary documents
5. Click Upload button

Document Upload

Only PDF's, TIFF's, TXT, HTM, HTML and XML can be uploaded

Category:	Doc Type:	Description:	Disclosure Date:	File Name:	
Closing Specific Documents	Complete Closed Loan Package	Closed Loan Package		C:\fakepath\closed loan package.png	Browse
Closing Specific Documents	Complete Closed Loan Package				Browse
Closing Specific Documents	Complete Closed Loan Package				Browse
Closing Specific Documents	Complete Closed Loan Package				Browse
Closing Specific Documents	Complete Closed Loan Package				Browse

Upload **Cancel**

6. Under Loan Submission heading, click Loan Submission
7. Click Submit for Loan Review radio button
8. Click Submit Loan on the lower left

Loan Details

Short Application

Full Application

Lock Management

Loan Submission

Upload / View Documents

Loan Submission

Loan Processing

Loan Purchasing

Contacts

Import History

Status History

Custom Screens

Loan Submission

Reason for Loan Submission

☐ Submit for Loan Disclosures Only

☐ Submit Loan for Decision

☒ Submit for Closed Loan Review

Loan Licensing Details

Name: Company, 1 West Elm S

DBA Name:

Address Line One: 1 West Elm Street

Address Line Two: Suite 450

Zip City State: 19428 Cor

Submit Loan **Cancel**

QUICK TIPS

Once Submit for Closed Loan Review is selected, the loan status will change to *Submitted for Closed Loan Review*

Collateral Package



Sellers must ship the Collateral Package to Spring EQ's Custodian, Computershare, and add the shipping tracking number to the "Note" in the condition shown below.

1. Click the Note icon on the right for the corresponding condition

Loan Conditions

Filter: All - Open/Submit/Received

Manage Conditions

DESCRIPTION	STATUS	RESPONSIBLE PARTY	CONDITION ASSIG...	DATE SATISFIED	LOAD	ATTACHMENTS	NOTE
Pre-Purchase							
Pre-Purchase Collateral							
Ship Collateral Package per Seller Guide to Computershare 275 Commerce Drive, Suite 120, Fort Washington, PA 19034 and provide Shipping Tracking # in the Condition Note	Open	Seller					

2. Enter the Tracking Number
3. Click Save on the lower right

Loan Condition Notes

3430 | Collateral Package

FedEx #123456789

Save

Cancel

Pre-Purchase Statuses

Submitted for Closed Loan Review

Initiated by **Seller**

Responsible Party: **Spring**

Lender Loan Number:	Lock Expiration:	Loan Status:	Submitted for Closed Loan Review
	3/26/2024	Borrower Name:	
		Subject Property:	
		LTV/CLTV:	20.00% / 62.06%

This status is auto-triggered once the seller uploads the Full Closed Loan package and the loan is submitted for *Closed Loan Review*

Closed Loan Review - Suspense

Initiated by **Spring**

Responsible Party: **Seller**

Lender Loan Number:	Lock Expiration:	Loan Status:	Closed Loan Review - Suspense
	3/26/2024	Borrower Name:	
		Subject Property:	
		LTV/CLTV:	20.00% / 62.06%

Spring initiates this status when Pre-Purchase conditions are added to the loan. Signals to the seller to provide docs to satisfy/cure the conditions prior to purchase. These include credit, compliance, and collateral conditions

Due Diligence Cleared Pending Collateral

Initiated by **Spring**

Responsible Party: **Spring**

Lender Loan Number:	Lock Expiration:	Loan Status:	Due Diligence Cleared Pending Collateral
	2/13/2025	Borrower Name:	
		Subject Property:	
		LTV/CLTV:	12.62% / 29.07%

Spring initiates this status when the TPR review is Cleared and Pending Collateral

Collateral Cleared Pending Due Diligence

Initiated by **Seller**

Responsible Party: **Spring**

Lender Loan Number:	Lock Expiration:	Loan Status:	Collateral Cleared Pending Due Diligence
	2/26/2025	Borrower Name:	
		Subject Property:	
		LTV/CLTV:	15.52% / 73.86%

This status is auto-triggered once the Collateral Package Review is cleared, but Credit Package still has outstanding conditions

Ready for Purchase

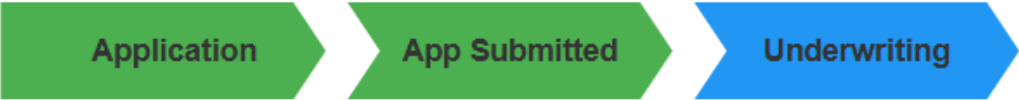
Initiated by **Spring**

Responsible Party: **Spring**

Lender Loan Number:	Lock Expiration:	Loan Status:	Ready for Purchase
	3/26/2024	Borrower Name:	
		Subject Property:	
		LTV/CLTV:	20.00% / 62.06%

Spring initiates this status when all outstanding Pre-Purchase conditions have been satisfied

Pre-Purchase Conditions & Statuses



Loan Conditions

Required Type: Status: ☒ St

DESCRIPTION	STATUS	RESPONSIBLE PART
☒ Pre-Purchase		
Max cash to close cannot exceed [enter amount].	Open	Seller
APR cannot exceed [enter amount] or full appraisal is required.	Open	Seller
	Submitted	Seller
Max cash to close cannot exceed [Insert Proposed PITIA]	Submitted	Seller
APR cannot exceed [enter amount] or full appraisal is required.	Submitted	Seller

Open – New condition added

Submitted – Seller submitted a new document to Spring

Pending Review – The submitted documents are being reviewed by Spring

Content Issues – Issue with the document provided OR document is not sufficient to cure condition; additional documentation is required.

Purchase Advice



Purchase Advice will be systematically displayed on the Portal at:
Purchase Disposition = “PA Approved”

Post-Purchase Requirements

Seller Expectations

- Upload the Goodbye Letter to the portal. The letter must be sent to the borrower within 15 days of the Spring first payment, and the letter cannot be dated prior to the loan purchase.
- Complete the MERS transfer
 - Transfer of Beneficial Owner – Spring EQ – MERS Org ID: 1013698

Servicing Information

Customers should contact Shellpoint Mortgage Servicing (SMS) for any assistance needed.

Shellpoint Mortgage Servicing (SMS)

- Customer Care Line 800-365-7107
- Hours of Operation
 - Monday – Friday 8:00 am – 9:00 pm EST
 - Saturday 10:00 am – 2:00 pm EST
- Website for Account Setup / Access
 - myaccount.shellpointmtg.com