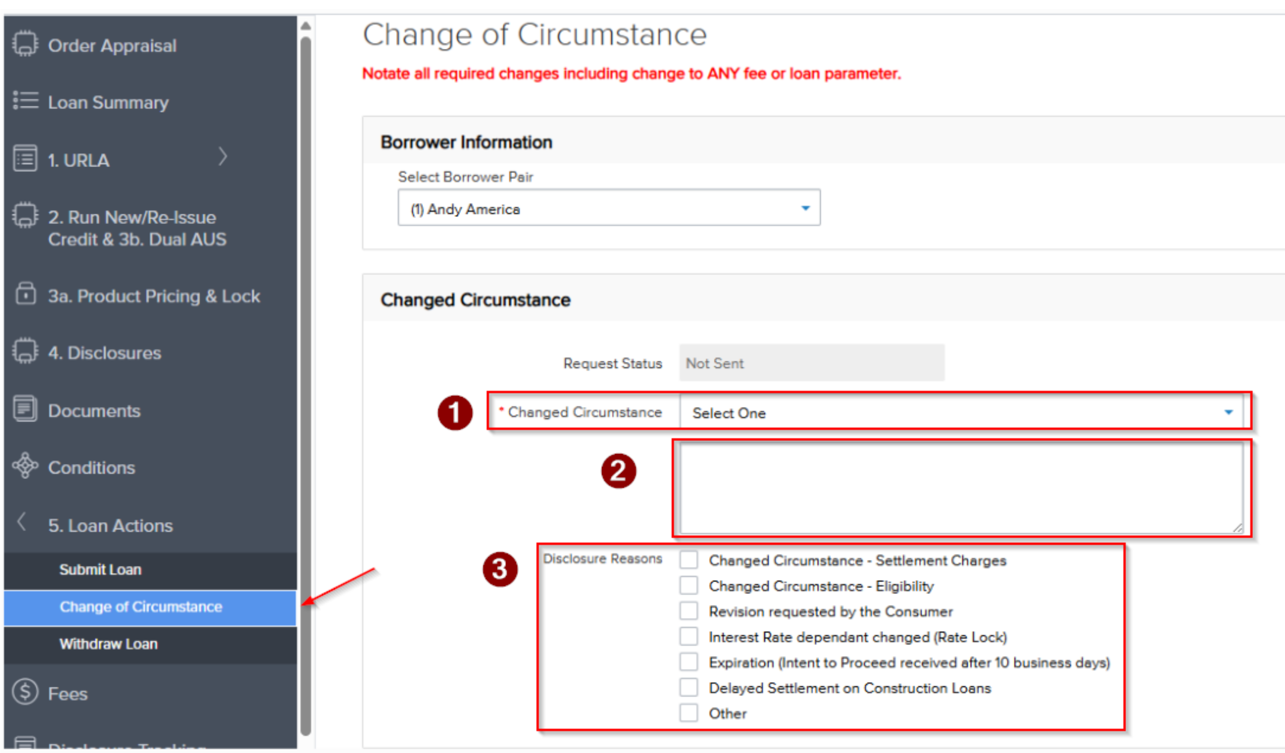
# Requesting a Change of Circumstance (COC)

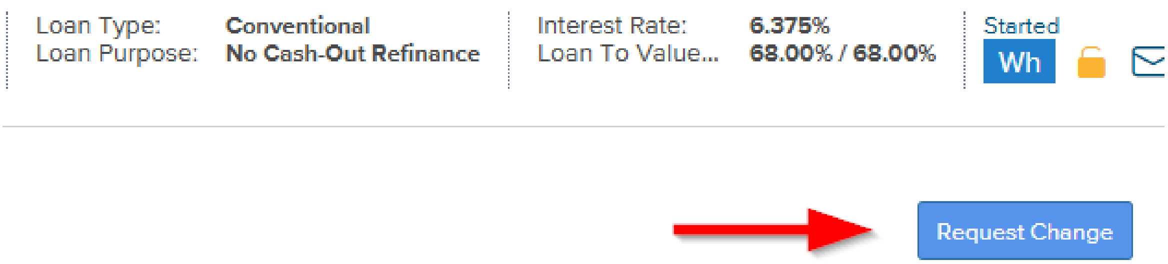
**Defining a Change of Circumstance:**
Any time after submitting your loan, you may need to request a Change of Circumstance. A Change of Circumstance should be submitted for any of the following:
A. Out of Tolerance APR Changes (i.e. Program Change, Interest Rate Change, etc.)
B. Loan Program Changes (i.e. Fixed to ARM, Loan Term Change, etc.)
C. Loan Amount Changes

## TO REQUEST A CHANGE OF CIRCUMSTANCE:

1. Log into Client Portal > Enter Applicable Loan > Left Navigation bar> **5. Loan Actions** > Click: '**Change of Circumstance**'.
2. Complete the change order fields below:
   - Select the Changed Circumstance reason.
   - Enter an explanation. For Example, what fees are changing including the value, what program you are requesting to change to, what the new loan amount is that you would like.
   - Choose any and all Disclosure reasons.



3. Click **Request Change** in upper right corner:




## What's Next

Our Team will review the request, modify the loan, and send out a re-disclosure (if applicable). They will notify the Processor, Account Manager, and Account Executive when the loan changes are made. An updated Approval Certificate will be issued if the COC triggers a change in conditions.

***IMPORTANT**: A COC triggering a re-underwrite is subject to increased turn times.

If the COC is not accepted (such as violating program guidelines), our team will revert the loan changes and provide a detailed explanation to the Processor, Account Manager, and Account Executive. The loan will then be re-disclosed with the original parameters.

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### Change of Circumstance After Initial Closing Disclosure

If the Initial Closing Disclosure has been sent, a re-disclosure CD will be issued requiring a 3-day Loan Doc waiting period in the following cases:

A. The disclosed APR exceeds .125% of the most recently disclosed CD.
B. The loan product changes.
C. A prepayment penalty is added.

**IMPORTANT**: If the borrower does not consent electronically, there is a 6-day waiting period required before Loan Docs.