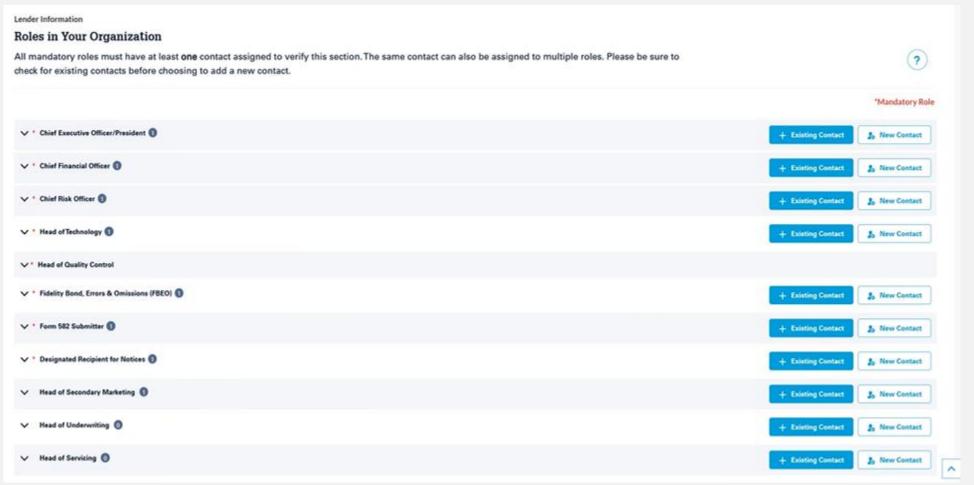


# **Quality Control Job Aid**

October 2025

#### 1. Navigate the following path:

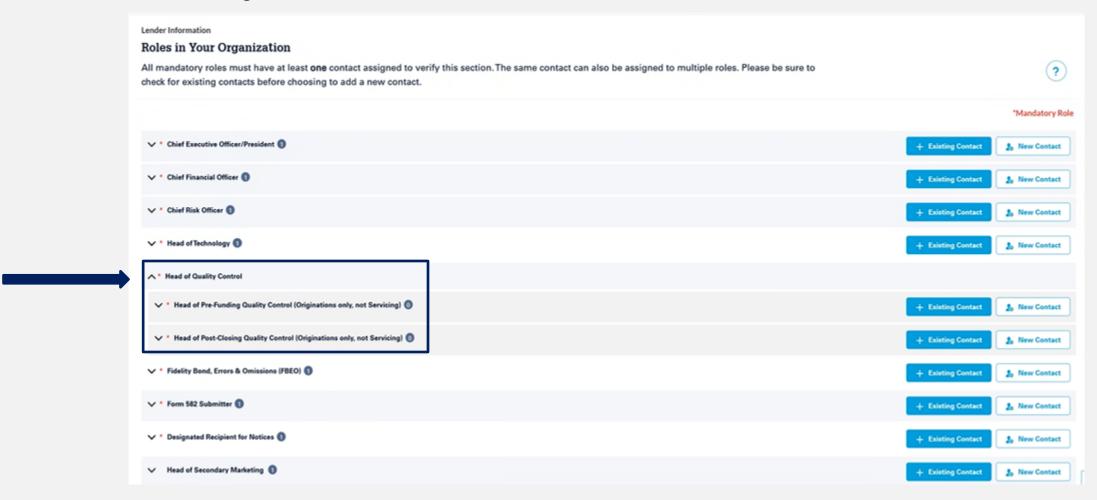
- -> Lender Information
- -> Roles in Your Organization





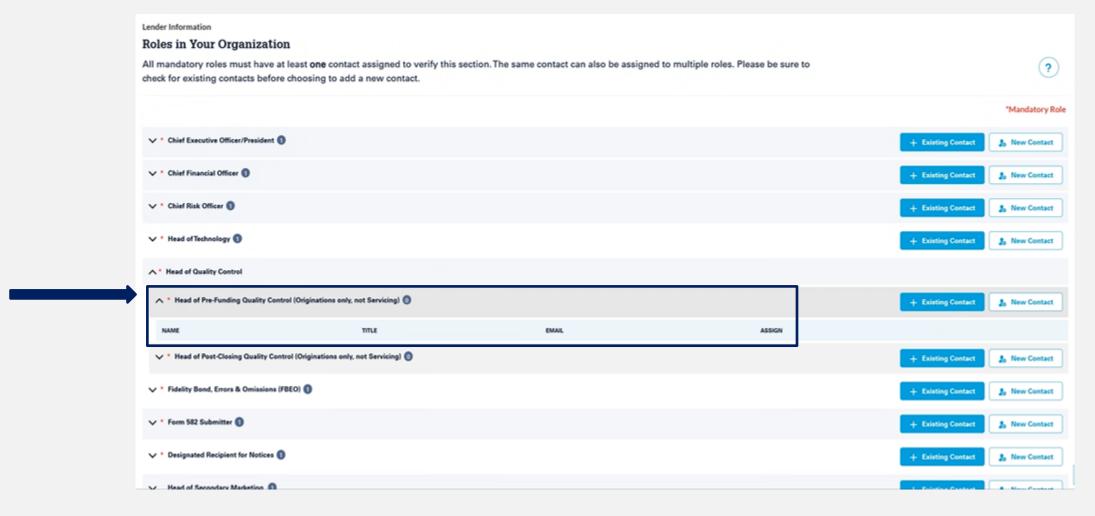
#### 2. Select the dropdown arrow for *Head of Quality Control* to display the following roles:

- Head of Pre-Funding Quality Control
- Head of Post-Closing Quality Control





### 3. Click the dropdown arrow for Head of Pre-Funding Quality Control





### 4. Add a contact to the role of Head of Pre-Funding Quality Control. Choose 1 of the following options:

#### A. Existing Contact, or

#### **B. New Contact**

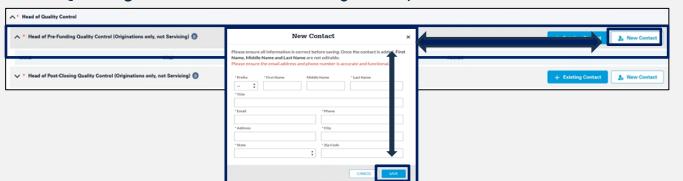
Do not create duplicate contacts.

Input the name of QC

Manager who oversees
the actual day-to-day
administration of the
prefunding QC process at
the operational level.



Next: If QC Manager name is not listed in Existing Contact, create the contact in New Contact & click Save

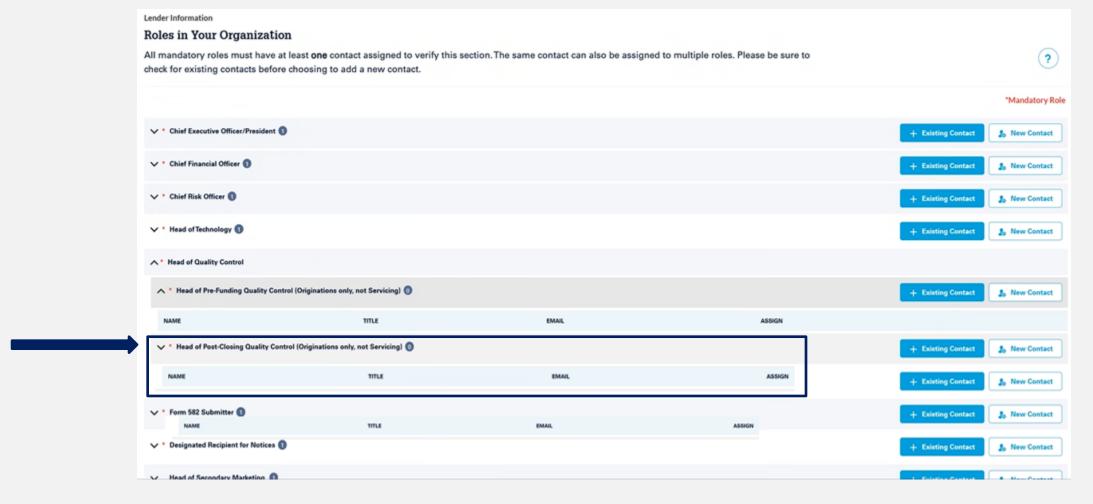


name must be changed to reflect a new QC Manager name, click Assign deactivate the contact, go to a different page to refresh the contact field, then return to Roles in **Your Organization, &** follow the contact entry instructions. The Assign button will automatically activate when the contact entry is completed.

If a pre-existing contact



### 5. Click the dropdown arrow for Head of Post-Closing Quality Control





### 6. Add a contact to the role of Head of Post-Closing Quality Control. Choose 1 of the following options:

#### A. Existing Contact, or

#### **B. New Contact**

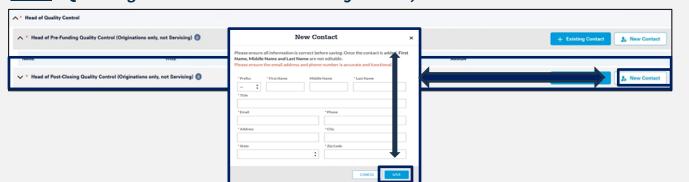
Do not create duplicate contacts.

Input the name of QC

Manager who oversees
the actual day-to-day
administration of the
post-closing QC process at
the operational level.



Next: If QC Manager name is not listed in Existing Contact, create the contact in New Contact & click Save



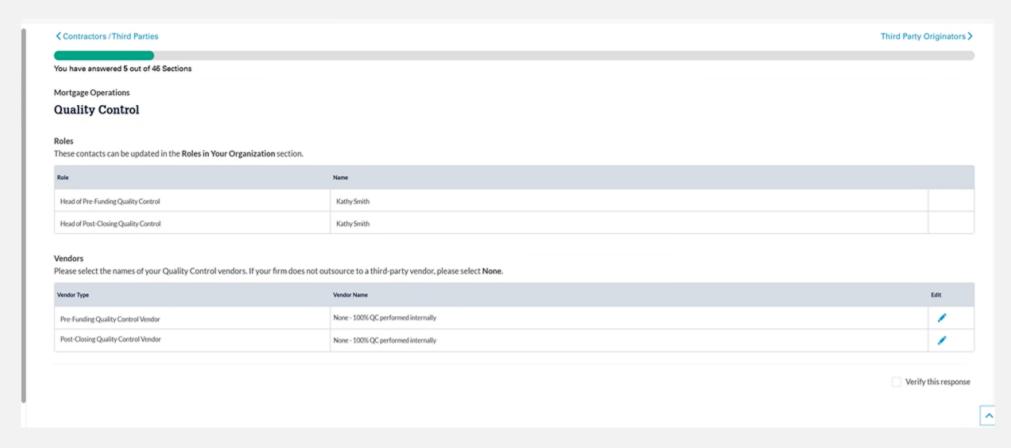
If a pre-existing contact name must be changed to reflect a new QC Manager name, click Assign deactivate the contact, go to a different page to refresh the contact field, then return to Roles in **Your Organization, &** follow the contact entry instructions. The Assign button will automatically activate when the contact entry is completed.



#### 7. Navigate the following path:

- -> Mortgage Operations
- -> Quality Control

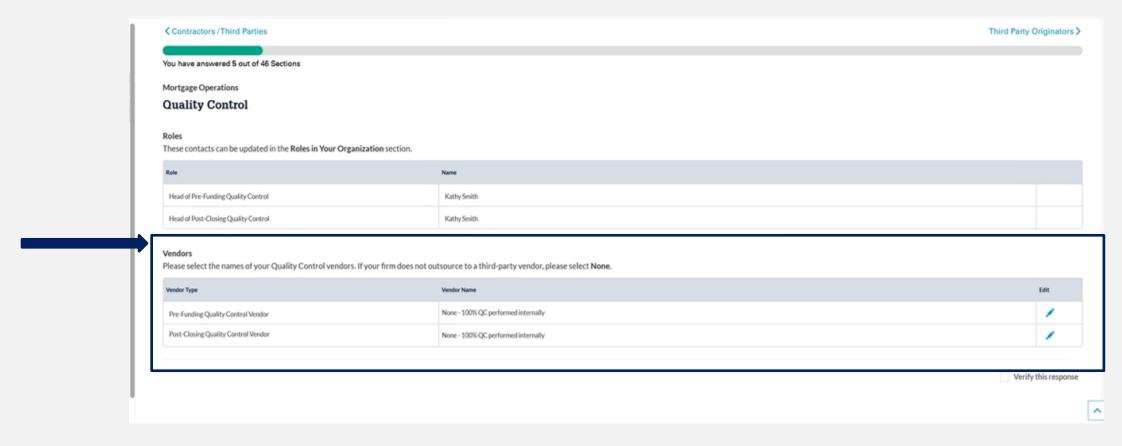
[Note: The QC Manager names previously entered into Roles in Your Organization now appear in the top section named Roles]





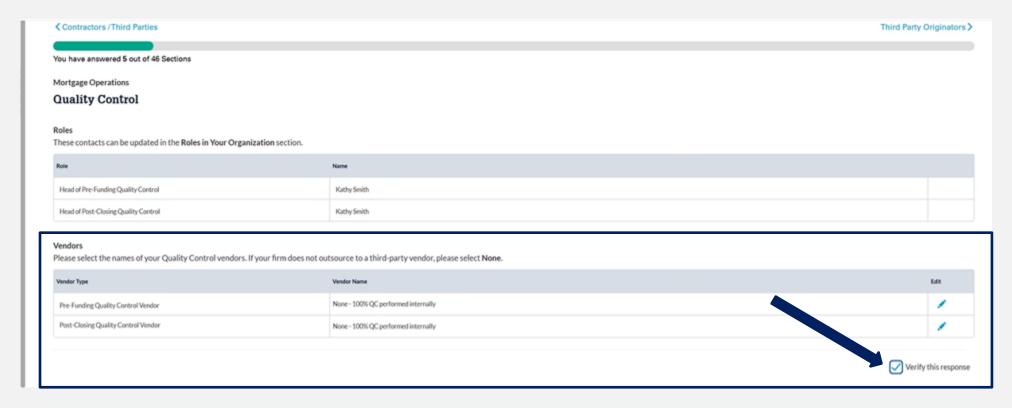
#### 8. Scroll down to the section named Vendors

[Note: The column named Vendor Name automatically defaults to reflect "None - 100% QC performed internally"]



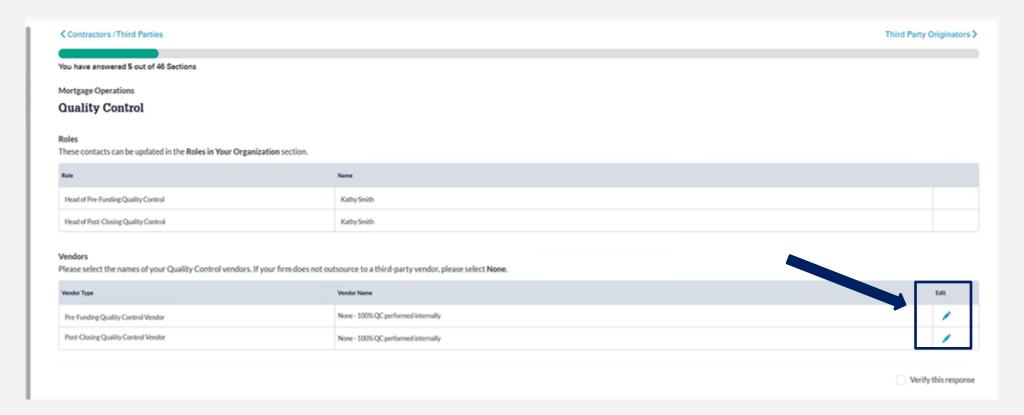


If your organization does <u>not</u> contract with third-party QC service providers to perform tasks for the prefunding QC process and the post-closing QC process, check the box named *Verify this response* to complete this section





If your organization contracts with third-party QC service providers to perform tasks for the prefunding QC process and/or the post-closing QC process, click either one of the pencil icons under the column named *Edit* 

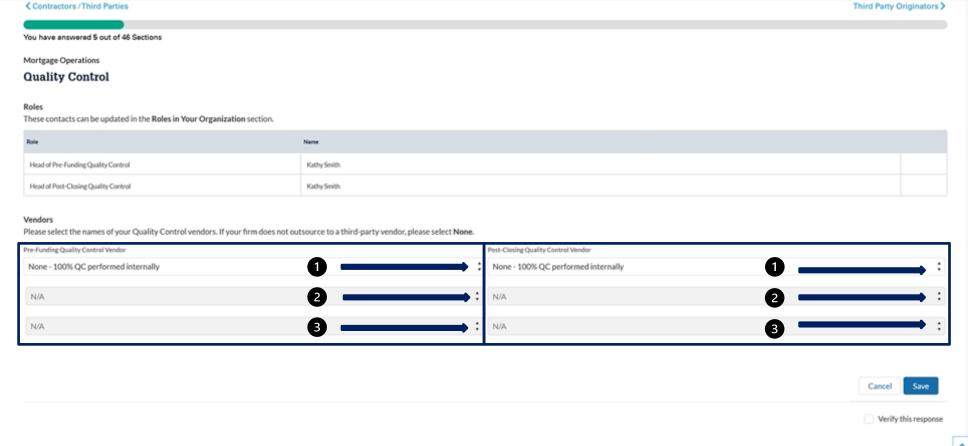




### 3 dropdown lists appear under the column for Pre-Funding Quality Control Vendor; 3 dropdown lists appear under the column for Post-Closing Quality Control Vendor

Use the dropdown lists in the order they appear starting with the first dropdown list at the top.

Each dropdown list activates in the order of appearance.

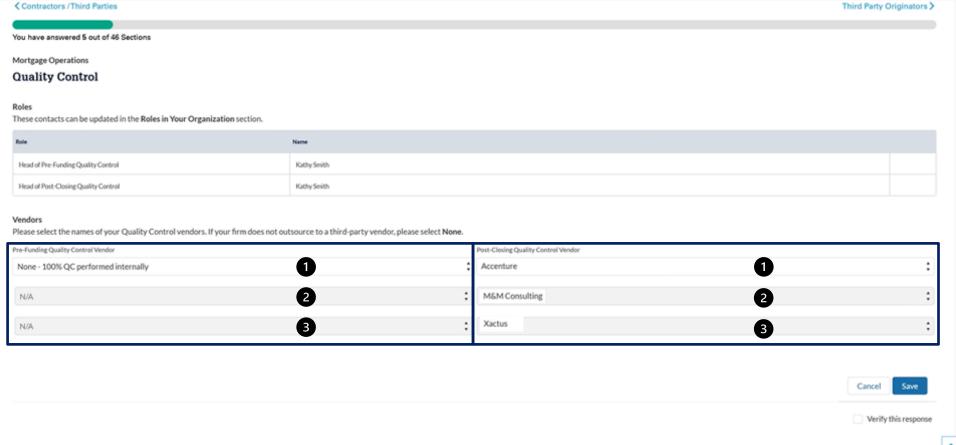




# 12. Lender contracts with third-party QC service providers Select QC vendor firm names from the dropdown lists

A maximum of 3 QC
vendor firm names may
be selected for the
Pre-Funding Quality
Control Vendor column.

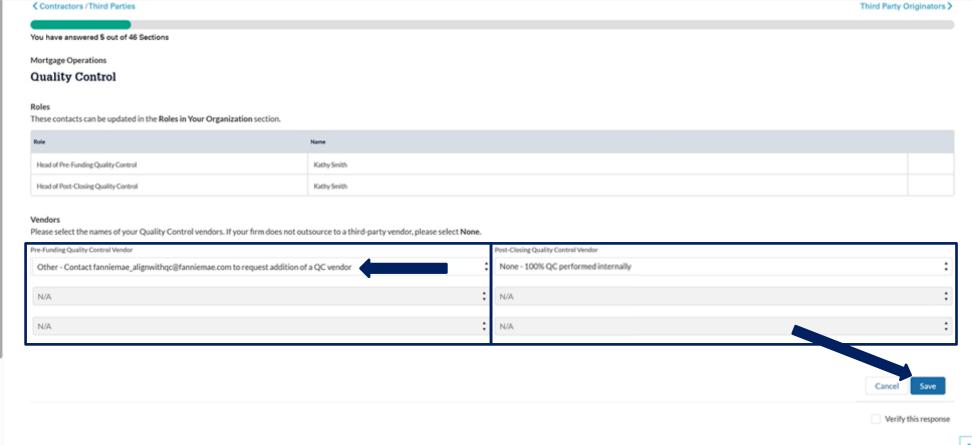
A maximum of 3 QC
vendor firm names may
be selected for the
Post-Closing Quality
Control Vendor column.





### Select Other from the corresponding column if the QC vendor firm name does not appear in the dropdown list

After selecting *Other* from the dropdown list click *Save*.

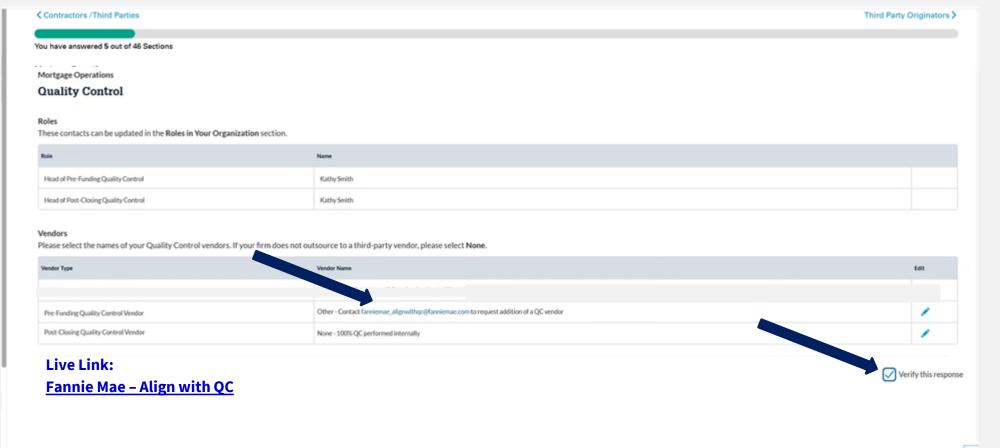




#### Request addition of the QC vendor firm name to the dropdown lists

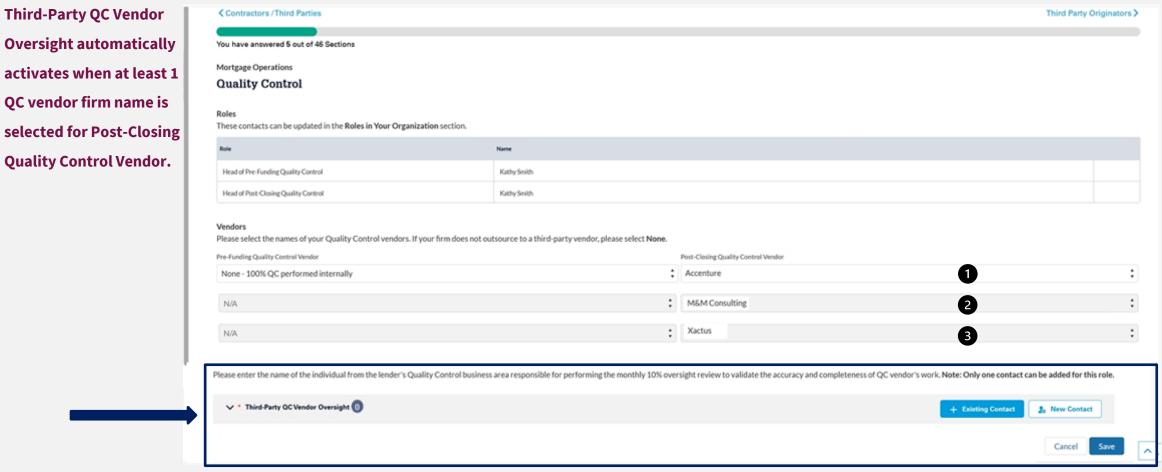
Click the active email address link & send a request to add the name of the QC vendor firm name to the dropdown list.

Check box for Verify this response.





Additional information required if a QC vendor firm name is selected from the Post-Closing Quality Control Vendor column





Complete the section named Third-Party QC Vendor Oversight if a QC vendor firm name is selected from the Post-Closing Quality Control Vendor column

Do not create ⟨ Contractors / Third Parties Third Party Originators > duplicate contacts. You have answered 5 out of 46 Sections Mortgage Operations **Quality Control** Input the name of QC Manager who oversees These contacts can be updated in the Roles in Your Organization section. the actual day-to-day Name Head of Pre-Funding Quality Control Kathy Smith administration of the Head of Post-Closing Quality Control Kathy Smith post-closing QC vendor Vendors oversight process at the Please select the names of your Quality Control vendors. If your firm does not outsource to a third-party vendor, please select None. Pre-Funding Quality Control Vendor Post-Closing Quality Control Vendor operational level by None - 100% QC performed internally Accenture using the option for \* M&M Consulting N/A either *Existing Contact* or Xactus N/A New Contact & click Save. Please enter the name of the individual from the lender's Quality Control business area responsible for performing the monthly 10% oversight review to validate the accuracy and completeness of QC vendor's work. Note: Only one contact can be added for this role. ▲ \* Third-Party QC Vendor Oversight

## 17. Lender contracts with third-party QC service providers Validate the accuracy of all input for Quality Control

Check box for Verify this response.

