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Best Practices for Submitting Conditions for Underwriting Review

PHH Mortgage Corporation DBA Liberty Reverse Mortgage ("Liberty") would like to send out a friendly reminder of "best practices" to assist in minimizing delays and/or shortening turn times leading to getting loans closed more quickly.

Liberty has seen an increase in condition submissions following practices resulting in extended turn times and re-work of conditions. To achieve operational excellence and improved loan review turn times, Partners are requested to follow the best practices below:

- Do not submit conditions through multiple delivery methods, as this will create delays and/or condition re-work. Submit loan conditions through a single method either through the underwriting inbox – underwriting@libertyreverse.com or upload conditions through PORTAL.
- Avoid piecemealing conditions, as this will cause turn time delays and/or condition re-work. Compile multiple conditions and/or all conditions prior to sending to underwriting for review.
- Do not send duplicate copies of the same condition or entire loan packages. Submit only the specific documents for a specific condition. Submitting the entire loan package or additional documents not specific to the intended condition will cause delays in review time, create condition re-work, and/or may create additional unintended conditions.

If you have questions, please contact your Account Manager or Lender Support.

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