



ORIGINATION AUDIT PROCESS

ONBOARDING

During the initial contact, your Solutions Desk Representative will coordinate a time to have an onboarding call. The onboarding call will provide further information regarding selections, file transfer and other topics pertinent to getting started with TENA. Additionally, you will go over any questions you might have.

FILE TRANSFER

Once the selection process has been finalized, you will provide the selected file to TENA using TENA Web Services (TWS) File Transfer feature. A simple drag and drop is all it takes to submit your files. A short training on the process will be provided following onboarding.

REPORTING

Upon completion of the audits, the consolidated results will be available to you through TENA Web Services reporting feature. TENA has an array of reports available which are designed to meet the varied reporting needs of each lender and provide insight into the strengths and weaknesses of the many elements of the mortgage loan process. You will be able to update the reports and review them by logging into TWS.

CLIENT SET-UP

Within 3 business days of TENA receiving your signed agreement, your Solutions Desk Representative will contact you to provide an introduction as well as a fully executed copy of the agreement and TENA's Outsource Start-Up Guide, which outlines processes and contacts at TENA.

SELECTIONS

You may choose to have TENA select your loan files for audit, or you may choose to do your own selections. If you choose to have TENA select your loans, your firm will need to provide a closed loan report. If you will make the selections, you will simply provide the selected files to TENA through TWS File Transfer (as described in the next section). Loan-specific data may be required for selections. This will be outlined in the Outsource Start-Up Guide.

AUDIT PROCESS

The scope of audit outlined in your agreement with TENA serves as the core guideline for your audits. There is no required document stacking order. TENA's auditors review the entire loan file to ascertain if the loan transaction was substantially in compliance with all applicable statutory, regulatory and agency requirements as they may apply to a specific file.

FOLLOW UP

Once you have reviewed the reports, you can assign findings to your internal teams for follow up, response, and action planning. TENA Web Services allows you to assign, respond, and update reporting materials all in one place. Additionally, you can ask TENA questions about findings by using the TWS Inquiries feature.