



Pricing and Lock Policy

Jumbo Prime & Jumbo Express

April 22, 2024

TABLE OF CONTENTS

- Flow Registration3
- Lock Desk Business Hours3
- Rate Sheet Distribution3
- Requesting a Commitment3
- Loan Estimate (LE) Requests3
- Register / Float3
- Locked Loan Changes4
- Out of Tolerance for Loan Amount4
- Intra-Day Pricing Changes.....4
- Expirations.....4
- Duplicate Locks4
- Relock Policy5
- Lock Transfers.....5
- Exceptions to Policies and Procedures.....5
- Conflict Resolution5

FLOW REGISTRATION

The Wholesale Arc Home Lock Desk works with our Wholesale partners to present clearly efficient and effective registrations of individual loan commitments. This document will refer to the policies and procedures of the lock desk for the Jumbo Prime and Jumbo Express products.

LOCK DESK BUSINESS HOURS

The Wholesale Arc Home Lock Desk will accept locks via SPARC beginning with the morning rate sheet release (approximately 10:00 AM Eastern) through 6:00 PM Eastern time. Lock Desk staff is available between the hours of 8:30 AM to 9:00 PM Eastern. If you have any questions, you can contact your Account Executive, or the Lock Desk may be reached via email at wholesalelockdesk@archome.com or by phone at 215-360-3737.

RATE SHEET DISTRIBUTION

Daily prices are established at approximately 10:00 AM ET and are distributed daily. Notification of live pricing will be sent from info@archometpo.com.

REQUESTING A COMMITMENT

Loans can be registered and locked with Arc Home through the SPARC portal. Although the website and portal may be available 24 hours a day, live pricing and any pricing-dependent transactions/modifications will only be available during active market hours, or at the discretion of Arc Home. Account Executives should be contacted to begin set up and approval to lock loans. Lock window eligibility outlined below for Jumbo programs.

Jumbo Express

Locks => 45 days – Loan can lock at Registration

Jumbo Prime

Locks => 45 days – Loan can lock at Registration

LOAN ESTIMATE (LE) REQUESTS

Any locks that require a Loan Estimate need to be requested within 48 hours. If not received within the 48-hour timeframe, the lock will be subject to worst case pricing and cancellation of the file.

REGISTER / FLOAT

Loans will need to be registered into float/not locked status in order to obtain a loan number prior to submission for Underwriting. If requested, pricing will be quoted from the current day's rate sheet for the loan attributes and delivery timeframe requested.

LOCKED LOAN CHANGES

Changes to a locked loan may cause a change in pricing (LTV, FICO, Loan Amount, etc.). These changes can be made by submitting a Change of Circumstance (COC), or by emailing the Lock Desk (wholesalelockdesk@archome.com). An updated lock confirmation will be sent to all parties assigned to the loan.

The Lock Desk may also require additional information to facilitate the change. Arc Home routinely runs audits against the changed fields to guard against fraud and to comply with certain banking and regulatory requirements.

Other circumstances that require a change to the property address will result in worst-case pricing and may require additional documentation for review. Worst case pricing will also apply to product type changes (i.e. Jumbo to Conventional) and for rate changes of 25 basis points or more.

Important Note: Cancelled locks are subject to the [Relock Policy](#).

OUT OF TOLERANCE FOR LOAN AMOUNT

Arc Home will allow a tolerance of plus or minus 5% for Best Effort Loans on loan amount changes. Any loan amount changes outside of 5% for Best Efforts will be subject to an Out of Tolerance fee of .0625%, causing a pricing adjustment to the loan. This fee will only be assessed if current market is lower than when the loan was locked.

INTRA-DAY PRICING CHANGES

Due to market volatility, Arc Home's pricing is subject to change at any time throughout the day, and without notice. Arc Home reserves the right to determine cut-off times for intra-day pricing changes. During these pricing change times, where Arc Home is in the process of preparing new rate sheets, all transactions on the website will be disabled until the new rate sheet has been published.

EXPIRATIONS

All loans must be closed and funded by the Lock Expiration Date. Any extension requests must be made on or before the Expiration Date. Requests received after this date will be subject to the [Relock Policy](#).

If the initial lock expiration on a loan would fall on a weekend or a holiday observed by Arc Home, the Lock Expiration Date will roll to the next business day. Any further extensions or relocks made on a locked loan, however, will NOT roll to the next business day. Lock extensions are at a cost of 2 basis points per day, in minimum increments of 5 days. Loans may only be extended 30 days. Any extensions after 30 days will be subject to the [Relock Policy](#).

DUPLICATE LOCKS

Each lien position of a property may have no more than one lock outstanding at any one time with Arc Home. In the event a duplicate lock is created, the loan will become subject to worst case pricing.

RELOCK POLICY

Relocks are allowed on expired locks only. For loans that have been expired, withdrawn, or canceled for 60 days or less, pricing will be based on worse case pricing plus a 25 basis point relock fee. Worse case will be determined between original final price and current market final price. Original final pricing includes all prior extension and/or relock fees.

Requests to relock a loan that has been expired, withdrawn, or canceled for more than 60 days will be eligible to be relicked at Current Market, without worse-case pricing comparison or a relock fee. Any previously purchased extension or relock fees will remain with the loan unless it has been expired/canceled for over 120 concurrent days.

LOCK TRANSFERS

The Lock Desk will allow lock transfers if the below circumstances apply:

- Lock must not be expired
- Lock must be transferred prior to the previous lock being withdrawn, cancelled, or expired
- Lock Transfers must be performed through the Lock Desk

EXCEPTIONS TO POLICIES AND PROCEDURES

Arc Home will consider making exceptions to policies and procedures on a case-by-case basis. If the exception is related to a guideline or overlay, the loan will have to be registered into pending status, which can be done with the Lock Desk by phone or email. The loan can only be locked upon approval of the exception request. If approved, the Wholesale partner will need to contact the Lock Desk to lock the loan. Due to these exceptions, certain pricing adjustments may apply. The Lock Desk may be contacted at 215-360-3737 or wholesalelockdesk@archome.com.

CONFLICT RESOLUTION

Any problems, issues, concerns, or scenarios that are not covered within this document will be considered outside of Arc Home's policy, which will be subject to review by the Lock Desk. Wholesale partners are encouraged to call and/or email the Lock Desk with any questions or pricing problems that may arise on a loan. The Lock Desk may be contacted at 215-360-3737 or wholesalelockdesk@archome.com.