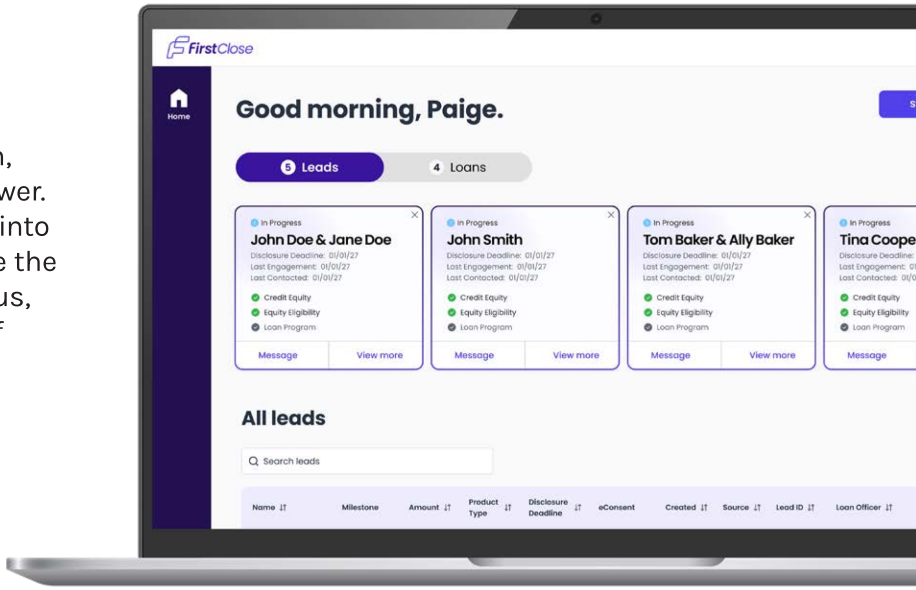
FirstClose

Feature Sheet

FirstClose Lender Portal within XpressEquity POS

See and Manage All Leads and Loans in One Place

The FirstClose Lender Portal is a central workspace for lending teams that streamlines intake, eligibility, engagement tracking, and loan execution across the loan lifecycle. Lender Portal unites workflows, providing clear visibility into borrower engagement and loan progress while keeping applications moving through automated reminders and guided follow-up.



Lead Intake & Visibility

Leads can be created in Lender Portal, whether taking an application over the phone, in-branch, or initiated in a Digital Application by the borrower. Digital Applications synchronize automatically into the Lender Portal pipeline. Loan officers can see the borrower's last completed milestone, lead status, and last engagement, enabling identification of incomplete applications and timely follow up.

Resume Applications Started by Borrowers

Incomplete applications can be continued at the borrower's last completed milestone. Lender Portal removes the friction that causes delays and abandonment.

Assign Leads

Leads are assigned automatically when initiated by a loan officer, or through loan officer identification embedded in the Digital Application. Leads can also be claimed manually, or reassigned by managers. This ensures every lead has clear ownership and follow-up accountability.

- Get clear loan status and next steps
- Evaluate eligibility earlier and structure loans before submission
- Monitor borrower engagement with disclosures and tasks in real time
- Move loans from application to processing faster with clarity and fewer surprises

Application Workflow

Lender Portal follows the same core milestones as the Digital Application (Credit Eligibility, Equity Eligibility, Loan Program Selection, and Submit Application for Decision) but without a strict linear flow. Loan officers guide the process dynamically while maintaining structured eligibility validation.

Borrower Eligibility

Eligibility is evaluated using credit, equity, and optional DTI criteria. A soft-pull credit score is compared to the lender's configured minimum score, equity is calculated using property value and mortgage balance against CLTV limits, and DTI can be applied based on program guidelines. Then eligible loan programs are presented for selection.

Structuring a Loan Application Before Submission

Loan officers can adjust borrower information, add or remove co-borrowers, update income and debts, rerun credit or valuation, and refresh eligible loan programs prior to submission. Notes can also be added to support processing.

Borrower Engagement, Application Recovery, and Stalled Applications

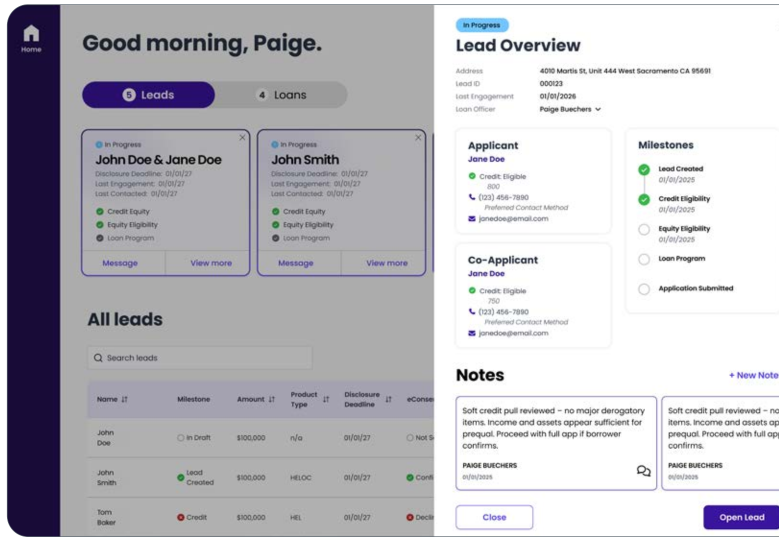
Lender Portal identifies the borrower's last completed milestone and last engagement date, making it easy to identify stalled applications. Automated reminders can be sent, and loan officers can follow up directly or resume the application to move it forward.

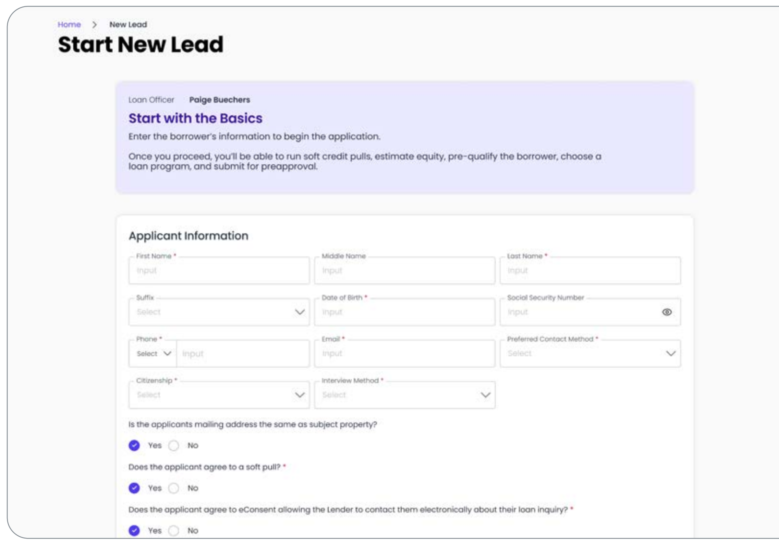
Lead to Loan Transition

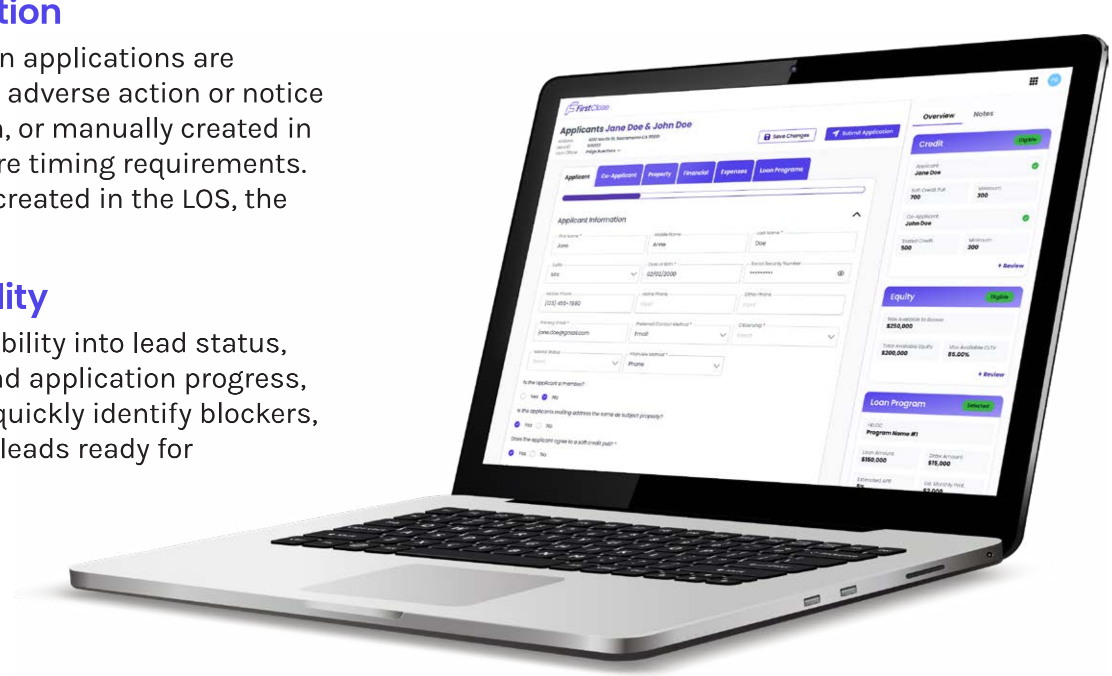
Leads become loans when applications are submitted, processed for adverse action or notice of incomplete application, or manually created in the LOS to meet disclosure timing requirements. At that point, the loan is created in the LOS, the system of record.

Loan Pipeline Visibility

The pipeline provides visibility into lead status, borrower engagement, and application progress, allowing loan officers to quickly identify blockers, stalled applications, and leads ready for submission.

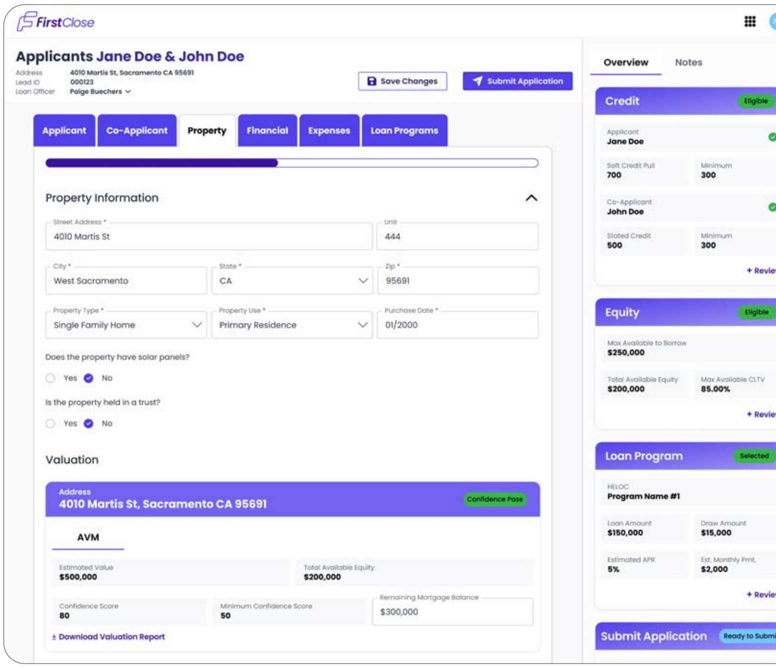






Tracking Loan Progress & Milestones

A structured timeline of loan milestones is provided, including disclosures generated, delivered, viewed, and signed, as well as conditions cleared, loan approval, and funding. Each stage includes timestamps and indicators to highlight progress and identify delays.



Monitor Disclosures

Loan officers can track disclosure status in real time, including whether disclosures have been generated, delivered, viewed, and signed. They can also identify unsigned disclosures and send reminders directly from the loan record.

Manage Borrower Tasks & Documents

Lender Portal provides visibility into borrower tasks and conditions, showing which items are open or completed. Loan officers can send reminders, upload documents on behalf of borrowers, and view document status, including successful sync to the LOS.

Identify & Manage Stalled Loans

The system monitors borrower engagement and flags inactive loans, unsigned disclosures, or overdue tasks. Loan officers quickly identify at-risk loans and take action before delays impact approval or funding timelines.

Loan Pipeline Prioritization

The loan pipeline gives visibility into milestone stage, disclosure status, task completion, and borrower engagement. Loan officers can filter and prioritize loans based on execution risk and urgency to help them focus on loans that require immediate attention.

FirstClose Lender Portal within XpressEquity POS

Eliminate fragmented workflows and gain visibility from initial inquiry through loan funding.

About FirstClose

Headquartered in Austin, Texas, FirstClose, Inc. is a leading fintech provider of data and workflow solutions for mortgage and home equity lenders nationwide. The company's mission is to increase profitability and reduce costs for mortgage lenders through systems and provider relationships that enable lenders to serve borrowers more effectively, reduce closing costs, and shorten closing times.

For more information, visit firstclose.com.