

Franklin American Addendum to the Encompass Investor Connect Lender User's Guide

Complete the following steps to successfully deliver loan packages to Franklin American through Encompass Investor Connect.

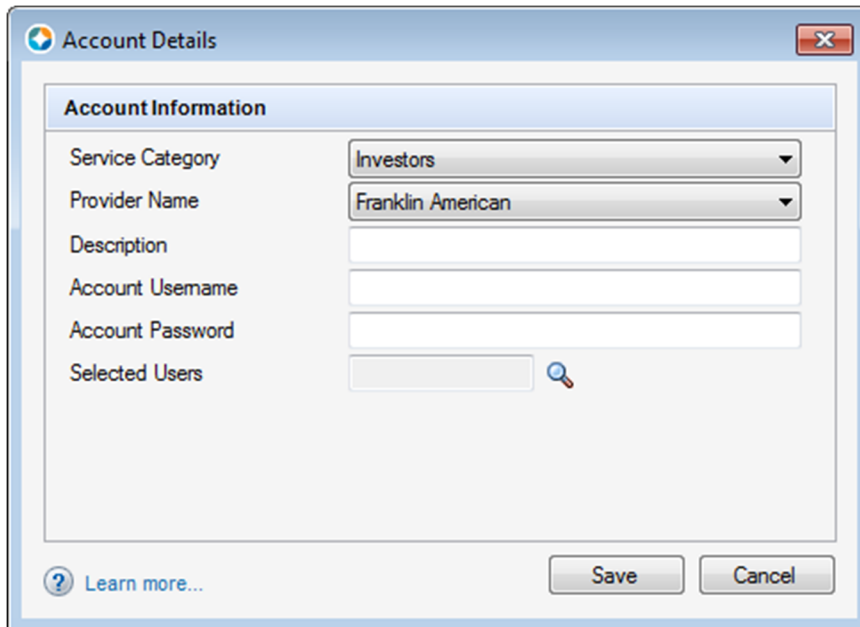
IMPORTANT: Use Encompass Investor Connect to deliver loans to Franklin American Mortgage only for the initial delivery. Submitting the same loan twice can result in processing delays. To provide additional documentation or to resubmit a loan, please contact your FAMC RAM or RSA or log in at <https://franklinamerican.com>.

Configuring Your Investor Connect Setup

Your administrator needs to complete the following steps when configuring Encompass Investor Connect in the Encompass settings.

Services Password Management

Your Encompass administrator must follow these guidelines when creating the Account Details entry for Franklin American in the Services Password Management setting (**Encompass > Settings > Company/User Setup > Services Password Management**):



1. Enter your company's FAMC Correspondent ID# (Lender ID#) in the Account Username field. If you do not have an FAMC ID#, contact your regional sales associate for help.
2. Enter **Franklin** in the Account Password field.
3. After setting up the Account Details for FAMC, notify your FAMC regional sales associate.

Submitting Data and Document Packages

Encompass users must follow these guidelines when submitting data and document packages:

- On the **Add Submission Details** section of the **Deliver Loans** window:
 - Make sure **Initial Submission** is selected from the **Submission Type** drop-down list.
 - Select a **Stacking Template** from the drop-down list.

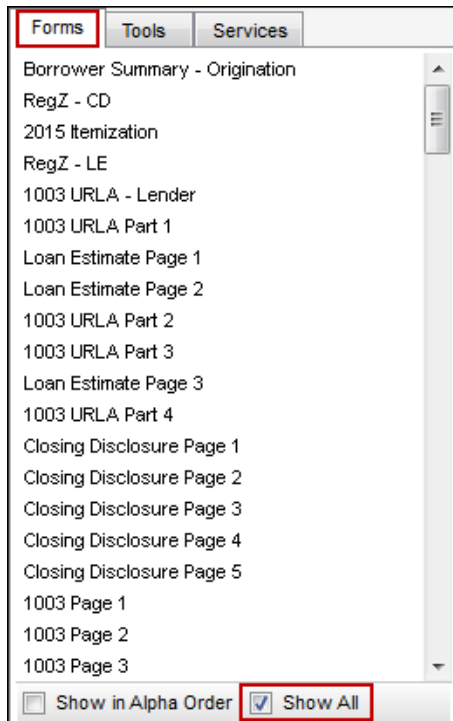
NOTE: Your Encompass Administrator should set up stacking templates according to the *Closed Loan Delivery Transmittal* document provided by Franklin American. If you need a copy of this document, please contact your regional sales associate.

Investor Loan Number

To successfully deliver loan packages, Franklin American requires an Investor Loan Number in each loan file submitted through Encompass Investor Connect.

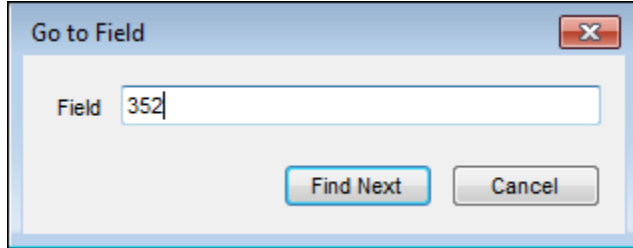
To Add the Franklin American Loan Number:

1. Open the loan file, click the **Forms** tab in the lower-left panel, and then select the **Show All** check box.



2. Press **Ctrl+G**.

3. Type **352** in the field and click **Find Next**.



4. The first form on which the field is found opens with the field highlighted. Enter the Franklin American Loan Number in the field, and then save the loan.

Additional Information

To further avoid delays in processing with Franklin American and to help ensure that your loan package is successfully delivered after submission, please make sure that the primary borrower's last name is entered exactly as it was at the time the loan was locked.

NOTE: If you need to contact Franklin American about a specific loan submission, please provide the **FAMC Loan Number** and **Loan Delivery Status** for the loan in question.