

Frequently Asked Questions

1. How is a third-party processing fee handled?

If charging a third-party processing fee, our third-party processing invoice form must be completed and uploaded at time of registration. Please review our third-party processing fee policy. Both our policy and form can be found in our Forms Library.

2. Who does the LE?

We, as the Lender, generate and deliver the full initial disclosure package on all Broker files, including the LE and all state specific disclosures. In order to generate disclosures, our ResMac Fee Sheet must be completed and uploaded at the time of registration. If charging a third-party processing fee, our third-party processing fee form must also be completed and uploaded at time of registration.

3. How do we request a COC?

To request a Change of Circumstance, you will need to complete our Change of Circumstance Form and email it directly to your underwriter. This form, along with all of our Lender forms, can be found in our Forms Library.

4. What are your Lender Fees?

Wholesale Underwriting Fee	\$1,295.00
Correspondent Underwriting Fee	\$ 995.00
Appraisal Review Fee on all files	\$ 200.00
Condo Project Approval Fee	
New	\$ 135.00
Established	\$ 500.00

5. What is your Loss Payee Clause?

ResMac, Inc. ISAOA/ATIMA
398 NE 6th Avenue, Suite B
Delray Beach, FL 33483

6. When is the CD sent out?

Good news, we do not wait until CTC to send the CD. The CD will be sent once you have conditional loan approval, the appraisal has been received and reviewed, the loan is locked, and all title fees have been confirmed.

7. How do we order the appraisal?

Simply fill out the Credit Card Authorization form found in our Forms Library and email along with your request, including contact information for access, to Appraisals@ResMac.com. One of our helpful team members will confirm that your request has been received and your appraisal has been ordered.

8. Are we copied on documents sent to the borrower?

Yes. When the initial disclosure package is delivered you will receive your copy which will require your signature as the Loan Originator. You will be copied on any subsequent LE and as well as the CD.

9. Are we able to download documents from your loan portal (LE, CD, Lender disclosures, final CD and 1003)?

Yes. You may download documents from the E-docs screen in our loan portal.

10. Do we have direct access to our Underwriter?

Yes. Once your file is conditionally approved, you may reach out to your Underwriter directly with any condition related questions.

Please feel free to reach out to your Account Executive if you have any additional questions or require additional information. We appreciate your business and are always happy to assist you!