

Quick Reference Resource Guide

● HOURS (MONDAY – FRIDAY EST)

Pre-Close Operations: 8:00 am – 8:00 pm

Lock Desk: 9:30 am – 7:00 pm

Underwriting: 8:30 am – 5:00 pm

Other Departments: 8:00 am – 5:00 pm

● SELLER RESOURCES

Program Guidelines

[MAXEX Non-QM](#)

[MAXEX DSCR](#)

[MAXEX Select 5 Non-QM & DSCR](#)

[MAXEX Jumbo](#)

[MAXEX Jumbo Express](#)

[MAXEX Conforming](#)

[MAXEX Non-QM & DSCR Competitive Comparison](#)

[Loan Submission Form](#)

[Exception Request Form](#)

[Business Narrative Form](#)

[Non-Del Loan Submission & Locking Instructions](#)

Registering & Submitting

Locking & Extending

Clearing Pre-Close Conditions

Requesting Exceptions

[Loan Delivery Guide](#)

Delivering Loans

Clearing Post-Closing Conditions

Collateral & Trailing Doc Submission

● CURRENT TURN TIMES

Pre-Close & Post-Close turn times available in LoanExchange. Hover over the  in the bottom right-hand corner & click "Turn Times."

● NON-DELEGATED FUNDING FEES

\$1,250 Pre-Close Review Fee (if closed loan delivered)

13 bps Funding Fee (paid at time of settlement)

[See Non-Del Fee Schedule for other fees](#)

● GENERAL PHONE NUMBERS

Non-Delegated Operations: (404) 566-7678

Lock Desk: (888) 700-1274

Corporate Office: (888) 838-8664

● NON-DELEGATED WEB PAGES

[LoanExchange Portal](#)

[Underwriting Portal](#)

[MAXEX Corporate](#)

● GENERAL EMAIL ADDRESSES

Pre-Close Questions / Concerns

Operations: nondelops@maxex.com

Scenarios: nondelscenarios@maxex.com

Exceptions: nondelexceptions@maxex.com

Lock Desk: lockdesk@maxex.com

Post-Closing Questions / Concerns

Funding / Settlement: transactions@maxex.com

Collateral: collateral@maxex.com

Trailing Docs: trailingdocs@maxex.com

Servicing questions: servicing@maxex.com

● NON-DELEGATED CONTACTS

Elisabeth Cleland (Operations Manager)

ecleland@maxex.com • (404) 566-4941

Blake Scheifele (Division Manager)

bscheifele@maxex.com • (310) 849-5298 Cell