



Non-Delegated QUICK REFERENCE Resource Guide

HOURS (Monday – Friday EST)

- Pre-Close Operations: 8:00 am to 8:00 pm
- Lock Desk: 9:30 am to 7:00 pm
- Underwriting: 8:30 am to 5:00 pm
- Other Departments: 8:00 am to 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 'X' 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)
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(404) 566-4941
- Blake Scheifele (Division Manager)
bscheifele@maxex.com
(310) 849-5298 Cell