

COMERGENGE Checklist Item and Location in MortgageManuals.com Policies

ITEM	Description	Manual and Section
AIR (Appraisal Independence Requirements) Policies & Procedures	Your standard policy regarding business relationships with appraisers and use of their reports.	2-0 Compliance 2-73 Appraiser Independence
AML (Anti-Money Laundering) Policies & Procedures	Policies and procedures (such as maintaining records and filing SARs reports) in place to comply with AML laws, rules and orders stipulated by the Bank Secrecy Act and the USA Patriot Act.	1-A/1-0 Quality Control Plan Section 1-70
Business Continuity and Disaster Recovery Policy	Business Continuity and Disaster Recovery policy is a document that states in writing, the company's ability to recover from a disaster and/or unexpected event and resume operations.	2-90 Information Security 2-97 Disaster Recovery and Business Continuity
Company Formation	Articles of Incorporation, Articles of Organization or Partnership Agreement	N/A
Company Organizational Chart	An organizational chart establishes officers and key personnel and their positions in your company.	Sample in 1-0 Agency QC Plan
Customer Identification Policy	Customer Identification Policy is a documented policy that must include the financial institution's risk-based procedures for verifying the identity of each customer wishing to conduct financial transactions with them. This is a provision of the USA Patriot Act.	1-0/1-A Quality Control SEE PATRIOT ACT – 1-70 AML Plan
Document Retention Policy (DRP)	This is a documented policy which provides for the systematic review, retention, and destruction of documents received or created in the course of business.	1-0/1-A Quality Control 1-60 Financial and Compliance Audit Section 8 Financial and Compliance A
Evidence of Errors & Omissions Insurance	Copy of your most recent of Errors & Omissions Insurance	N/A
Evidence of Fact Act Compliance (Red Flags)	A copy of your Identity Theft Prevention Program policies and procedures as required by FACTA.	2-90 IT Security 2-93 Red Flag ID Theft Program
Evidence of Fidelity Bond Insurance	Copy of your most recent Fidelity Bond Insurance	N/A
Evidence of Surety Bond Insurance	Copy of your most recent Surety Bond Insurance	N/A
Fair Lending Policy	Documented Fair Lending Policy in place to comply with the Fair Housing Act (FHA) and Equal Credit Opportunity Act (ECOA) to protect consumers by prohibiting unfair and discriminatory practices.	2-0 Compliance 2-40 ECOA and Fair Lending
FHA Approval Letter	Copy of your FHA Approval Letter	N/A
FHLMC (Freddie Mac) Approval Letter	Copy of your FHLMC (Freddie Mac) Approval Letter	N/A
Financial Statements Template	Please view Financial Statement Best Practices and Tips. At a minimum, the most current Balance Sheet and Income Statement is required. If your financials are audited, the audited financials must be provided,	N/A
FNMA (Fannie Mae) Approval Letter	Copy of your FNMA (Fannie Mae) Approval Letter	N/A
Gramm-Leach-Bliley Policy & Procedures	Documented policies and procedures which detail your methods for regulating the collection, and disclosure of private financial information; should also include details on your guidelines for sending written notices to customers that explain any organizational information sharing practices.	2-0 Compliance 2-47 GLB Privacy Policy
Investor Score Cards	Reports provided by Investors for each of their lenders evaluating their overall performance over a specific time frame.	N/A
IRS Form W-9 Template	Copy of your most current executed IRS Form W-9.	N/A
List of Corporate Officers authorized to sign on behalf of the company	List of Corporate Officers authorized to sign on behalf of the company	N/A
NMLS Mortgage Call Report	Copy of your most recent NMLS Mortgage Call Report	N/A
OFAC Policy & Procedures	A documented policy & procedures verifying compliance with The Office of Foreign Assets Control ("OFAC") which enforces sanctions against specified foreign countries and their interests, along with other groups and individuals (1-A/1-0 Quality Control Plan Section 1-70
Origination Personnel Hiring Policy & Procedures	Documentation of your established practices regarding hiring of origination personnel.	2-0 Compliance 2-72 Pre- and Post-Employment Practices
Quality Control Policies & Procedures	Documentation of your QC policies and procedures throughout the loan process including but not limited to: verification, document control and collection, and consistency of information throughout the loan process.	1-A Broker Non-Delegated 1-0 Lender
Quality Control Report and Results	The most recent outcome/results of the lender's loan quality review process.	N/A
Resumes of Key Staff and Personnel	Resumes of Key Staff and Personnel	N/A
Resumes of Owners/ Principals/ Officers	Resumes of Owners/ Principals/ Officers	N/A
Security Policies	These policies would include both Cyber Security policies and Information Security policies.	2-90 IT Security
UDAAP (Unfair, Deceptive or Abusive Acts or Practices) Policies & Procedures	Copy of your UDAAP (Unfair, Deceptive or Abusive Acts or Practices) Policies & Procedures	2-0 Compliance 2-35 Unfair Deceptive... Anti-Predatory Lending Policy
USDA Approval Letter	Copy of your USDA Approval Letter	N/A
VA Approval Letter	Copy of your VA Approval Letter	N/A