



Disclosure Generator FAQ

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Disclosure Package

Are all required state disclosures included in the disclosure package?

JMAC certifies the compliance of the disclosure package and ensures that all required state disclosures are included.

Why is the Anti-Steering Disclosure not included in the disclosure package?

The Anti-Steering Disclosure contains loan information across multiple lenders. We are not able to provide pricing information from other lenders, and are therefore unable to generate the document. We are working on a way to include it in the future, so keep your eyes open for updates!

Why is the Written List of Service Providers not included in the disclosure package?

The Written List of Service Providers contains your Settlement Service Provider contact information, and the system currently does not support you entering that information. We are working towards a way for you to enter this in the future.

Is there any way to generate a Written List of Service Providers in the disclosure package?

If you have opt-in to the First American Title Company integration, Title & Escrow fees will be automatically quoted to the loan and a Written List of Service Providers with First American's information will be included in the disclosure package.

First American Title Company Integration

How do I opt-in to the First American Title Company integration?

Contact Client Support, your Account Manager, or your Account Executive about enabling the First American integration on your account. This may take up to 1 business day to configure.

Is there anything that would disqualify me from using the First American integration?

If you have an Affiliate Title or Escrow company, they must be disclosed on the initial disclosures. Also, First American is unable to provide a quote for Hawaii loans. In both cases, you would be ineligible for the First American integration and must set your fees and generate your Written List of Service Providers manually.

Does the First American integration work in all states?

First American is unable to provide a Title & Escrow quote for Hawaii loans. You would need to manually enter Title & Escrow fees and generate your own Written List of Service Providers. All other states are eligible for First American integration.

How do I know that First American quoted fees are accurate?

First American provides a fee quote based on the loan scenario and guarantees their fee quote through the integration.

If First American is disclosed as the Settlement Service Provider in initial disclosures, but the borrowers use a different Settlement Service Provider at closing, will there be a tolerance cure?

The First American integration provides the borrower a recommendation of First American as their Settlement Service Provider. If they use a different Settlement Service Provider during closing, they are considered to have shopped for the Settlement Service Provider and any change in fees is not subject to a tolerance cure.

Closing Costs

I can't find a particular fee on the Closing Costs page. How do I add it?

Check for a fee that resembles your fee, taking into consideration that it may be in a different Section. If you can't find one, contact our Disclosure Desk so they can manually add it for you. We will then evaluate whether we should add that fee to the default list.

Why am I receiving the error message, "Only closing cost amounts may be modified" or "You may not edit default lender fees" when I enter my fees?

You are restricted from modifying any lender fees or fee compliance settings. Editing a restricted field and navigating away from the page will trigger an error message and cause the fees to reset.

Requirements Checklist Error Messages

I'm receiving the error, "Compliance Risk is calculating. Please cancel the request, wait 30 seconds, then try again". What is the Compliance Risk and how can I avoid this?

JMAC has a check running in the background to verify the compliance of all QM loans. This may take up to 30 seconds to calculate.

I'm unable to move forward until my pre-lock is confirmed. How can I fix this?

To avoid timing issues, you will need to wait until lock desk confirms your pre-lock before you are able to use the Disclosure Generator. Contact the Lock Desk at (949) 390-2687 for the lock status.

Why am I prevented from generating disclosures on the 3rd day after the application date?

We require initial disclosures to be generated no later than the 2nd day after the application date. This is to ensure that we have time to mail the physical package if the borrowers do not consent to disclosures.

Why is my loan not passing the QM?

Check the QM tab to determine why your loan is not passing QM. If the points and fees are over 3%, you can fix this by reducing your fees or re-registering as BPO with a lower compensation.

What are my options if I can't fix a checklist item?

If you are unable to fix a checklist item, you can request JMAC to complete the Initial Disclosures by using the "Request Lender to Complete Order" button. You can contact Client Support, your Account Manager, or your Account Executive for assistance.

E-Sign

My borrowers don't have access to email or don't want to e-sign. Can I provide wet-signed disclosures at submission?

Absolutely! We send the initial disclosure package as e-sign for yours and your borrowers' convenience, but we will also accept wet-signed disclosures.

The loan officer and/or borrowers didn't receive the email for e-sign. How can I resend the link?

Contact our Disclosure Desk at disclosures@jmaclending.com to request the link for loan officer or borrower e-sign.

Will I be able to print the signed copies of the Initial Disclosure package?

Yes. Once all parties have signed, the completed disclosure package will be available under Edocs as "Wholesale Signed Disclosure Package"

During the e-sign process, borrowers are instructed to wet sign JMAC Borrower's Authorization & Certification and SSA-89 forms. Am I able to provide my own versions of these forms?

As long as your versions meet our requirements, we will accept a different Borrower's Authorization & Certification or SSA-89 forms.

Other

Can I send out a CoC Loan Estimate or Initial CD from the Disclosure Generator?

The Disclosure Generator is only for Initial Disclosures. The process for CoC Loan Estimates and Initial CDs will stay the same.

I accidentally sent the wrong information in the initial disclosures. How do I send out a revised version?

The initial disclosures are binding and we may need to cancel the file. Please contact your Account Manager or Account Executive for more information on the options you can take.

I prefer to generate my own Initial Disclosures. How does the Disclosure Generator affect my process?

We created the Disclosure Generator as an easy and quick way for you to generate initial disclosures. If you prefer to generate the initial disclosures yourself, you wouldn't use the Disclosure Generator. Follow your normal process by uploading your submission package, then submit your loan.