



Delegated  
Client Reference Guide  
4/22/2024

## CONTACTS AND WEBSITES

### ALL DELEGATED

**Pricing Desk:**

[archomelockdesk@archome.com](mailto:archomelockdesk@archome.com)

215-360-3737

**Scenario Requests:**

<https://externalapps.ahl100.com:8443/DealDesks/ScenarioRequest>

**Arc Home LLC Website:**

<http://archomellc.com>

**SPARC Portal Website:**

<https://sparc.archome.com>

### ALL PRODUCTS (GOVERNMENT, CONVENTIONAL, FHLMC/FNMA 2<sup>ND</sup> HOME & INVESTMENT, ARC ACCESS, ARC ELITE, FOREIGN NATIONAL & CONV INVESTMENT)

**Operations Questions- Email Arc Account Managers:**

[delegatedcorrespondentteam@archome.com](mailto:delegatedcorrespondentteam@archome.com)

# FEE SCHEDULE

Arc Home will charge the following fees when purchasing a loan from the seller:

Channel	Product	Funding Fee	Tax Service Fee	Flood Certification Fee <sup>1</sup>	Collateral Desktop Analysis (CDA)	Re-Underwrite Fee	Condo Questionnaire Fee - Full Review Only	Condo Review Fee - Full Review Only	TX 50(a)6
Delegated	Conventional Conforming, Government, FNMA/FHLMC 30 YR Fixed Investment & FNMA/FHLMC 30 YR Fixed Second Home	\$400	\$85	\$13	Not Applicable	Not Applicable	Not Applicable	Not Applicable	\$115
	Arc Access NQM Edge Arc Elite QM Conv Investment Property Foreign National Elite Jumbo	\$695	\$85	\$13	Not Applicable	Not Applicable	Not Applicable	Not Applicable	\$115

<sup>1</sup>If the seller provides a Life of Loan SFHA Determination Certificate from Servicelink (except for Government) or CoreLogic Flood Services, the Flood Certification Fee does not apply. If the file does not include a Life of Loan SFHA Determination Certificate, or it is from a vendor other than CoreLogic, the fee will apply. See Chapter 9 for more information.

## PRICING POLICIES

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### LOCK DESK BUSINESS HOURS:

The Correspondent Arc Home Lock Desk will accept locks via SPARC beginning with the morning rate sheet release (approximately 10:00 AM EST) through 11:00 PM EST. Lock Desk staff is available between the hours of 8:30 AM to 9:00 PM EST. The lock desk may be reached via email at [archomelockdesk@archome.com](mailto:archomelockdesk@archome.com) or by phone at 215-360-3737

### SUSPENSE POLICY

#### ARC ACCESS (NON-QM), ELITE QM, FOREIGN NATIONAL, CONVENTIONAL INVESTMENT PROPERTY, AGENCY, GOVERNMENT, & FNMA/FHLMC SECOND HOME & INVESTMENT PRODUCTS:

A loan will hit late suspense if clear to purchase conditions have not yet been met. Late suspense starts at the later of the delivery expiration date, pre-funding or diligence review plus a 5-calendar day grace period and ends when the last condition has been uploaded.

Loan will be charged 1.5 bps per day.

## PRICING POLICIES

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### **RATE LOCK EXPIRATION:**

We allow loans to be extended at a maximum of 30 days. Loan needs to be requested for extension prior to lock expiration. This will cost 1.5 bps per day. Any loan requested after a lock has expired will be subject to our re-lock policy. A loan that needs to be re-locked will be based on worse case pricing which compares the original base price of when the loan was locked and the base price on the day the loan is being requested to be re-locked

### **LOCK POLICY**

#### **ARC ACCESS (NON-QM), ELITE QM, FOREIGN NATIONAL, CONVENTIONAL INVESTMENT PROPERTY, AGENCY, GOVERNMENT, & FNMA/FHLMC SECOND HOME & INVESTMENT PRODUCTS:**

Arc Home will permit agency, non-agency, and government loans to float up until "submitted for purchase" review. The closing package is required to be uploaded and 'Submitted for Purchase Review' on or before lock expiration date.

The lock does not need to be extended after "submitted for purchase" review and will be subject to the suspense policy.

## COLLATERAL SHIPMENT/CLOSING

### ORIGINAL NOTE AND ALL APPLICABLE RIDERS' SHIPMENT ADDRESS:

US BANK

Frederick DCS Office

4527 Metropolitan Court, Suite C

Frederick, MD 21704

ATTN: ARC HOME TEAM

### PLEASE INCLUDE THE FOLLOWING DOCUMENTS IN THE SHIPMENT TO US BANK:

- Note Endorsement
- Name Affidavit(s)
- DOT/Mortgage and applicable riders
- Title Commitment, Bailee/Wiring Instructions
- POA (if applicable)
- CEMA documents (if CEMA loan)
- Assignments (if non-MERS)

Example of an endorsement for most states is reflected below. Please note: For **AR, FL, IL, MO, TX** and **WI** the lender name should be Arc Home Loans LLC. In **Oregon** the lender name should be Arc Home LLC, a limited liability company of Maryland.

Endorsement: Pay to the order of **Arc Home LLC** without recourse \_\_\_\_\_(Seller Name)

By \_\_\_\_\_(Signature of Officer)

Name: \_\_\_\_\_(Printed)

Title: \_\_\_\_\_(Printed)

## COLLATERAL SHIPMENT/FINAL DOCS

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### FINAL DOCS (RECORDED MORTGAGE AND FINAL TITLE POLICY) SHIPPING ADDRESS:

ARC Home LLC C/O Visionet  
Attn: Arc Final Docs  
111 Technology Drive  
Pittsburgh, PA 15275

The seller is also required include a copy of the completed Visionet Final Document Shipping Manifest Form at the time of shipment.

See in Exhibit in Seller Guide or

[https://correspondent.archomellc.com/uploads/sites/17045/public/VisionetFinalDocumentsShippingManifestforCorrespondentSellersinSPARC-2-2-2022\\_0.pdf](https://correspondent.archomellc.com/uploads/sites/17045/public/VisionetFinalDocumentsShippingManifestforCorrespondentSellersinSPARC-2-2-2022_0.pdf)

## MERS INFORMATION (ALL LOANS)

### MERS TRANSFER:

The Seller must complete the following transfer:

**INVESTOR:** Arc Home LLC 1003048

**SERVICER:** Arc Home LLC 1003048

SUBSERVICER		
Government	Flagstar	1000525
Conventional (FHLMC or FNMA)	LoanCare	1000723
Jumbo Express/Prime	LoanCare	1000723
FNMA/FHLMC 30YR Fixed Second Home	Shellpoint	1007544
FNMA/FHLMC 30YR Fixed Investment	Shellpoint	1007544
Arc Elite QM	Shellpoint	1007544
Arc Access (Non-QM)	Shellpoint	1007544
Foreign National	Shellpoint	1007544
30 YR Fixed Conventional Investment	Shellpoint	1007544
Elite Jumbo	Shellpoint	1007544
Edge	Shellpoint	1007544

\*\*Please be sure you are including a sub-servicer on every transfer. You must include the **Investor, Servicer and Sub-Servicer** on every transfer for it to transfer correctly. If the Steps are not accurately completed, the batch will be rejected.



## FHLMC OR FNMA CONVENTIONAL – IMPORTANT ADDRESSES

FHLMC OR FNMA CONVENTIONAL	
Website	<a href="http://www.arcmeloans.myloancare.com">www.arcmeloans.myloancare.com</a>
Servicing Phone Number	(855) 876-9205
Borrower Correspondence Borrower Payment Address includes Goodbye Letter/1 <sup>st</sup> Payment Letter	ARC Home LLC C/O LoanCare, LLC P.O. Box 8068 Virginia Beach, VA 23450
Overnight Payment Mailing Address	ARC Home LLC C/O LoanCare, LLC Attn: Cashier 3637 Sentara Way Virginia Beach, VA 23452

# FHLMC OR FNMA CONVENTIONAL – CHANGE OF SERVICER NOTICE

The following Change of Servicer Notifications must be sent by the Seller.

The mailing of the notification of servicing transfer letters must be in compliance with the 1990 Housing Bill and requirements of each state in which loans from the subject portfolio are located. **PLEASE NOTE:**

- For **AR, FL, IL, MO, TX** and **WI**, the lender name should be **Arc Home Loans LLC**
- In **Oregon**, the lender name should be **Arc Home LLC, a limited liability company of Maryland.**

Tax Authority	ARC Home LLC C/O CoreLogic ATTN: Crystal Kaiser 486 Thomas Jones Way #150, Exton, PA 19341 Phone (800) 229-3477 x4915 Fax (817)826-1534
Hazard Insurance Carriers New Mortgagee Clause	ARC Home LLC C/O LoanCare, LLC ISAOA/ATIMA P.O. Box 202049 Florence, SC 29502-2049
Flood Insurance New Mortgagee Clause	ARC Home LLC C/O LoanCare, LLC ISAOA/ATIMA Cert P.O. Box 8068 Virginia Beach, VA 23450 Phone (800) 274-6600
Private Mortgage Insurance	ARC Home LLC C/O LoanCare, LLC ISAOA/ATIMA Cert P.O. Box 8068 Virginia Beach, VA 23450 Phone (800) 274-6600
Final Title Policy	Lender name must match Mortgage/ Deed of Trust

**ARC ACCESS, EDGE, ARC ELITE, FOREIGN NATIONAL AND CONV. INVESTMENT, FHLMC OR FNMA SECOND HOME AND INVESTMENT  
- IMPORTANT ADDRESSES & CHANGE OF SERVICER NOTICE**

**ARC ACCESS, EDGE, ARC ELITE, FOREIGN NATIONAL AND CONV. INVESTMENT, FHLMC OR FNMA SECOND HOME AND INVESTMENT**

The following Change of Servicer Notifications must be sent by the Seller. The mailing of the notification of servicing transfer letters must be in compliance with the 1990 Housing Bill and the requirements of each state in which loans from the subject portfolio are located.

Website	<a href="http://www.shellpointmtg.com">www.shellpointmtg.com</a>
Servicing Phone Number	800-365-7107
Borrower Correspondence	Shellpoint Mortgage Servicing P.O. Box 10826 Greenville, SC 29603-0826
Borrower Payment Address includes Goodbye Letter/1 <sup>st</sup> Payment Letter	Shellpoint Mortgage Servicing P.O. Box 650840 Dallas, TX 75265-0840
Overnight Payment Mailing Address	Shellpoint Mortgage Servicing Attn: Payment Processing 75 Beattie Place Suite LL202 Greenville, SC 29601
Loss Payee New Mortgagee Clause for Hazard, Flood and Mortgage Insurance	Shellpoint Mortgage Servicing ISAOA ATIMA P.O. Box 7050 Troy, MI 48007-7050
Final Title Policy	Lender name must match Mortgage/ Deed of Trust

## GOVERNMENT – IMPORTANT ADDRESSES

GOVERNMENT IMPORTANT CONTACTS & SELLER IDS	
Servicing Phone Number	(800) 968 – 7700
Borrower Correspondence	ARC Home LLC C/O Flagstar Bank Attn: Customer Service Department (Mailstop E-115-3) 5151 Corporate Drive Troy, MI 48098-2639
Payment Mailing Address includes Goodbye Letter/1st Payment Letter	ARC Home LLC C/O Flagstar Bank P.O. Box 660263 Dallas, TX 75266-0263
Overnight Payment Mailing Address	ARC Home LLC C/O Flagstar Bank Attn: Cash Ops Servicing Transfers, Mail Stop W-175-3 5151 Corporate Drive Troy, MI 48098-2639
FHA ID	2315600001
VA ID	6500850000

# GOVERNMENT – CHANGE OF SERVICER NOTICE

## GOVERNMENT CHANGE OF SERVICER

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- For **AR, FL, IL, MO, TX** and **WI**, the lender name should be **Arc Home Loans LLC**
- In **Oregon**, the lender name should be **Arc Home LLC, a limited liability company of Maryland.**

Tax Authority	Arc Home LLC c/o Corelogic Attn: Tax Processing 3001 Hackberry Road Irving, TX 75063
Hazard Insurance Carriers New Mortgagee Clause and Flood Insurance New Mortgage Clause	Arc Home LLC c/o Flagstar Bank ISAOA/ATIMA P.O. Box 52198 Phoenix, AZ 85072-2198