



Delegated
Client Reference Guide
6/27/2025

CONTACTS AND WEBSITES

ALL DELEGATED

Pricing Desk:

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 2ND HOME & INVESTMENT, ARC ACCESS, ARC ELITE, FOREIGN NATIONAL & CONV INVESTMENT)

Operations Questions- Email Arc Account Managers:

delegatedcorrespondentteam@archome.com

FEE SCHEDULE

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

DELEGATED									
Channel	Product	Funding Fee	Tax Service Fee	Flood Certification Fee ¹	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 Marquee Jumbo	\$695	\$85	\$13	Not Applicable	Not Applicable	Not Applicable	Not Applicable	\$115
RELIANCE LETTER – DELEGATED*									
Reliance Letter Delegated	Arc Access NQM Edge Foreign National	\$495	\$85	\$13	Not Applicable	Not Applicable	Not Applicable	Not Applicable	\$115

¹If the seller provides a Life of Loan SFHA Determination Certificate from Servicelink 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.

* Correspondent lender must have prior approval to sell loans under reliance.

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 8:30 PM EST (6:30 PM EST for Marquee Jumbo). 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 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.

Any loans that have been in suspense for more than 30 days will be re-locked subject to the worse of the accrued suspense fees for 30 days or worse-case market pricing. These loans will be purchased by Arc Home as exceptions. The worse-case pricing will be calculated with the comparison of base price to base price for the same rate and lock terms. When a loan has been suspended greater than 30 days and also delivered for purchase and is then withdrawn and resubmitted, the new loan will be subject to the worse of the accrued suspense fees of 30 days or worse case market pricing for 30 days from the date of cancellation. All fees that were due on the original loan, such as extension fees, will be applied to the new rate lock. Loans suspended greater than 30 days must meet all current pricing and product eligibility before being re-locked. Arc Home will not purchase loans after the first payment due date. If the loan becomes a seasoned loan while Seller is working to clear deficiencies, Arc Home may refuse to accept the delivery in its sole discretion and Pair Off Fees may apply. Seasoned Loans are not eligible for purchase by Arc Home without the approval of the Arc Home Lock Desk. If approved by the Arc Home Lock Desk, pricing will be adjusted as determined by the Arc Home Lock Desk.

SUSPENSE POLICY

MARQUEE JUMBO

Jumbo Locks will not adhere to a Suspense Policy. If a loan is in review, the lock will be extended by the Arc Home Lock Desk, at the Correspondent's expense, until the review is complete, and the loan is placed into "Cleared for Purchase" status. There is not a grace period for the locks as they will be either extended or withdrawn leading up to their expiration date.

Disclaimer: If it has been more than 30 days after the Commitment's Lock Expiration, or cancellation, whichever applies, the loan will be priced at Current Market. For the full rate lock policy please refer to the [Correspondent Seller's Guide located on Arc's website.](#)

Access Non-QM

Locks \leq 15 days – Loan must be in Approved Status

Locks \geq 30 days – Loan can lock at Registration (Purchase or Refinance)

Edge Non-QM

Locks \leq 15 days – Loan must be in Approved Status

Locks \geq 30 days – Loan can lock at Registration (Purchase or Refinance)

Elite QM

Locks \leq 15 days – Loan must be in Approved Status

Locks \geq 30 days – Loan can lock at Registration (Purchase or Refinance)

Marquee Jumbo

Locks \leq 15 days – Loan must be in Approved Status

Locks \geq 30 days – Loan can lock at Registration (Purchase or Refinance)

Foreign National

Locks \leq 15 days – Loan must be in Approved Status

Locks \geq 30 days – Loan can lock at Registration (Purchase or Refinance)

RATE LOCK EXPIRATION:

All loans must be closed and funded by the Lock Expiration Date. Any extension requests must be made on or before the Expiration Date. Lock extensions cannot exceed 30 days. Requests received after this date will be subject to the Relock Policy.

If the initial lock expiration on a loan would fall on a weekend or a holiday observed by Arc Home, the Lock Expiration Date will roll to the next business day. Any further extensions or relocks made on a locked loan, however, will NOT roll to the next business day (exception for Marquee Jumbo which will roll to the next business day). Lock extensions are at a cost of 1.5 basis points per day (Marquee Jumbo will be in increments of 15 days at a cost of 12.5 basis points).

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.

MARQUEE JUMBO

Jumbo Locks will not adhere to a Suspense Policy. If a loan is in review, the lock will be extended by the Arc Home Lock Desk, at the Correspondent's expense, until the review is complete, and the loan is placed into "Cleared for Purchase" status. There is not a grace period for the locks as they will be either extended or withdrawn leading up to their expiration date.

COLLATERAL SHIPMENT/CLOSING

ORIGINAL NOTE AND ALL APPLICABLE RIDERS' SHIPMENT ADDRESS:

US BANK

ATTN: ARC HOME TEAM

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)
- True and Certified copy of the 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)

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

PDFs of the **Recorded Mortgage** and **Final Title Policy** can be emailed to finaldocs@archome.com - or - mailed.

Email to: finaldocs@archome.com

Subject Line: Arc Home Loan Number and Borrower Last Name

Mailing 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 [Visionet Final Documents Shipping Manifest](#)

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	LoanCare	1000723
Conventional (FHLMC or FNMA)	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
Marquee 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.

GOVERNMENT, FHLMC OR FNMA CONVENTIONAL – IMPORTANT ADDRESSES

GOVERNMENT, FHLMC OR FNMA CONVENTIONAL

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**.

Website	www.archomeloans.myloancare.com
Servicing Phone Number	(855) 876-9205
Borrower Correspondence Borrower Payment Address includes Goodbye Letter/1 st 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
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, MARQUEE JUMBO, FOREIGN NATIONAL, CONV. INVESTMENT, FHLMC OR FNMA SECOND HOME AND INVESTMENT – IMPORTANT ADDRESSES & CHANGE OF SERVICER NOTICE

ARC ACCESS, EDGE, ARC ELITE, MARQUEE JUMBO, FOREIGN NATIONAL, 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	www.shellpointmtg.com
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 st Payment Letter	Shellpoint Mortgage Servicing P.O. Box 60535 City of Industry, CA 91716-0535
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