



IMPORTANT UPDATE

BULLETIN 27 06272024

Issued to: All Channels
Date: June 11, 2024
Subject: Disclosure Delays

Thank you for your continued support and trust in FCM TPO to deliver the highest quality lending experience for both you and your clients.

We wanted to apologize for the recent delays in the past 24 hours regarding service delays with closing packages and initial disclosures. We share with you our same concern for recent latency issues surrounding our vendor portal speed. Within the past 24 hours, we have experienced unexpected 'crawls' with our vendor portal impacting the speed of our users.

Our vendor has this matter as its highest priority and is working on a resolution. In the meantime, our team is bound to adjust our business activities and hours to address the opportunity in front of us. Our outstanding Operations Team will continue to deliver the service expected of them.

Rest assured we are looking at various contingency plans as our company will continue to provide our clients with the same level of service that we have become recognized for.

Once again, we would like to thank you for your utmost patience and understanding. Our company is taking measures to ensure that resolution is on the immediate horizon.

As always, thank you for the opportunity to not only meet, but exceed your client experience.

Your unwavering support is truly appreciated.