CR Equity AI — Loan Processor SOP

Nov 7, 2026 · @Rob Stewart

1. Purpose, scope and the one rule

Every loan request at CR Equity AI moves from quote to funded by the same auditable path, and the processor owns that path end to end. This SOP covers every loan type processed in the CR Equity AI portal by a user with the Admin/Processor role.

The one rule: 99% of files that drag or fail to close do so because the file is incomplete, signatures are missing, or data was never provided. A processor's job is to make the file complete, current and signed before anyone asks for a closing date.

Role	Owns
Processor (Admin/Processor login)	Quote sizing, term sheet, document collection and verification, contacts, file notes, clear-to-close package
Client / Borrower	Signing the term sheet within 24 hours, uploading every required document, signatures
Broker / Real estate agent	Getting the client to sign and upload; supplying contract and contact details
Underwriting	Credit decision and conditions, using the UW checklist
Title / Escrow / Insurance agent	Title commitment, payoff, closing statement, evidence of insurance with the correct mortgagee clause

Reference: the UW checklist and the full required-document list for each loan type live at www.crequity.ai/library. When this SOP and the library differ, the library governs for document requirements.

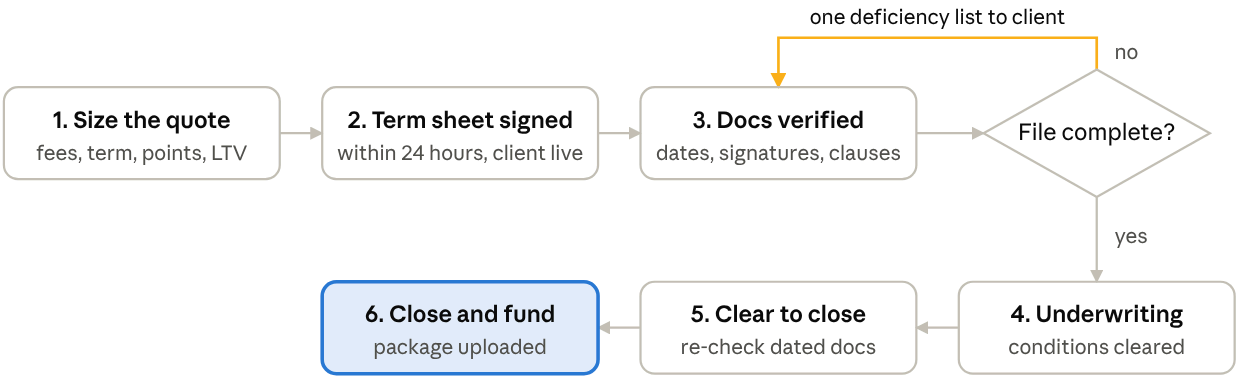
Program terms (leverage grids, minimums, timelines) live at crequity.ai/programs, and borrower eligibility and the standard document list at crequity.ai/faq. This SOP quotes both as of 11/07/2026; if the website changes, the website governs.

Who we lend to: CR Equity AI is a business-purpose lender to real estate investors, not homeowners. Every loan closes in the name of an entity (LLC, LP, corporation or trust). The only exception is individual-name vesting on the published Foreign National / ITIN overlay.

2. Process map and timeline

Six stages take a loan from quote to funded, with one gate: the file must be complete before underwriting. Every gap goes back to the client as one consolidated list.

A file moves forward only when complete; every gap loops back



loan processing flow · 6 stages, 1 gate

The closing clock starts when the file is complete, not when the request comes in. Quote clients these times, never a single date before clear to close.

Stage	Published time	Clock starts when
Application	About 2 minutes	Client starts the online application
1. Terms (quote)	About 5 minutes; soft credit pull only	Application submitted
2. Term sheet signed	Within 24 hours (term sheet expires)	Term sheet generated
Underwriting decision	About 4 hours on a complete file	Complete file submitted

Stage	Published time	Clock starts when
Valuation (AIVAA)	Minutes; a certified appraisal only if title, program or investor guidelines require it	Property data entered
Typical close: Purchase, Fix & Flip, DSCR, Construction	9–15 days	File complete, title and valuation clean
Fastest funding: Fix & Flip, F.L.E.X. 50	24–48 hours once title is clear	Clear title + complete file
Construction draws	24–48 hours per verified step	Draw requested with photos and inspection
Business loans	Decision in 4 hours; funding depends on documentation	Complete file

Every published time assumes a clean, complete file. When a client asks for a date, quote these numbers from crequity.ai/programs and list what is still missing. Times are from the program pages as of 11/07/2026.

3. Stage 1 — Review, size and accept the quote

The quote is sized to standards from the preliminary information before anything goes to the client. Each step ends with an evidence item that must exist in the file.

#	Action	How	Evidence in file
1.1	Log in	Sign in to the CR Equity AI portal with your **Admin/Processor** credentials. Never use a shared login.	Portal audit log shows your user ID
1.2	Open the request	Open the new loan request / quote from the pipeline. Confirm loan type, property address, borrower or entity name, and purpose (purchase, refinance, cash-out, rehab, construction).	File note: "Quote opened, loan type confirmed"

#	Action	How	Evidence in file
1.3	Check preliminary info	Compare the request against the Deal Sizing Sheet and the Loan Information Form. Flag missing value, purchase price, payoff estimate, rehab budget or experience.	Missing items listed in file note
1.4	Size to standards	Size the loan to current program guidelines using the preliminary value, price and borrower profile. Do not size above guideline leverage to win the deal.	Sizing inputs saved on quote
1.5	Update Fees	Enter origination, processing, underwriting and third-party fees per the current fee schedule.	Fee lines on quote
1.6	Update Term	Set the loan term to the program and the client's exit plan.	Term field
1.7	Update Points	Enter points per pricing; any deviation needs approval noted in the file.	Points field + approval note if non-standard
1.8	Update estimated closing date	Set a realistic date from the timeline in Section 2, never the client's wish date unless the file supports it.	Est. closing date field
1.9	Update leverage (LTV / LTC / ARV)	Enter leverage within program limits for the loan type.	Leverage fields
1.10	Update loan amount	Confirm the loan amount equals the sized figure and ties to leverage.	Loan amount field

#	Action	How	Evidence in file
1.11	Self-check	Re-read every field once. Fees, term, points, date, leverage and amount must agree with each other.	File note: "Quote QC complete"
1.12	Accept and generate term sheet	Click **Accept**, then **Generate Term Sheet**. Do this only when the client or broker is reachable (Stage 2).	Term sheet PDF + timestamp in portal

Stop points: if value, price or payoff is unknown, or the borrower does not fit the program, do not generate the term sheet. Return the request to the originator with the missing items listed.

Eligibility gates (check at step 1.2, before sizing)

- [ ] Borrower is an entity (LLC, LP, corporation or trust). Individual name only on the Foreign National / ITIN overlay.
- [ ] Business purpose only. No primary residence or second home use by the borrower (second homes only on the FN/ITIN overlay). The borrower's operating business occupying the property is allowed.
- [ ] Not an excluded asset: RV or trailer parks, manufactured housing, property held for personal use.
- [ ] Loan at or above the program minimum ($75,000; $100,000 for Small Balance Commercial).
- [ ] Credible exit or repayment plan (sale, refinance into stabilization, or hold).
- [ ] Short-, mid- and long-term rentals are all eligible; underwrite to the income the asset actually produces.

Program sizing reference

Program	Max leverage	Minimum loan	Pricing on site	Term	Key requirements
Purchase (Bridge)	Up to 95% LTV by grid; SFR non-owner-occupied capped at 90%	$75,000	See rates page	Up to 24 mo bridge + up to 36 mo stabilization, no new application	No income verification; soft pull for terms
Fix & Flip	100% LTC if 3+ completed projects and loan ⩽ $1,000,000; otherwise up to 95% by grid	$75,000	See rates page	Same as Purchase	Priced on purchase price, rehab budget and ARV; scope of work and credible ARV required
DSCR Refinance	Cash-out up to 75–80% SFR / 1–4 units and 65% commercial (site shows both; confirm)	$75,000	Rate floor 7.00%; origination 1.50%; exit fee 0.50%	Not published	Minimum DSCR 1.00x; no tax returns or W-2s
DSCR Purchase (buy and hold)	80% LTV SFR non-owner-occupied; 70% commercial	$75,000	See rates page	Not published	Sized on property NOI
F.L.E.X. 50	Up to 50% LTV (lower for FN/ITIN)	Not published	Flat 15%; 6 points; 12-month prepaid interest reserve	Not published	First lien required; no minimum FICO; clear title, property info, entity docs, proof of liquidity, exit plan
Construction	Up to 95% by grid, against completed value	$75,000	See rates page	12–36 months, then hold loan	Costed build schedule, construction budget, defensible completed value; milestone draws

Program	Max leverage	Minimum loan	Pricing on site	Term	Key requirements
Small Balance Commercial	Up to 80% LTV (by asset class below)	$100,000 (up to $100M)	From 11%	Not published	Rent roll and income; defensible NOI, DSCR or stabilization plan
Business	Up to $10M; no property needed	Not published	Not published	Not published	1+ year in business, $100K+ annual revenue, 625+ FICO, US or Canadian entity with business bank account

Bridge leverage grid (Purchase, Fix & Flip, Construction), max LTV by experience and FICO:

Completed projects	660–699	700–719	720+
First-time investor	70%	75%	80%
1–2	75%	80%	85%
3–5	80%	85%	90%
6–9	85%	90%	93%
10+	85%	90%	95%

Below 660 FICO, or Small Balance Commercial caps by asset class: single-family 90%, multifamily 80%, retail 70%, industrial / storage / mixed-use 65%, office / hospitality 60%, land 55%.

Overlays: Foreign National / ITIN with a valid visa or permanent status and investor experience: purchase and rate/term up to 75% LTV on 1–4 unit, PUD and condo (stepping down as loan size rises to $3,000,000); cash-out up to 70%; tighter caps for condotels, DSCR below 1.00, rural and first-time buyers; no mixed-use or 5+ units. First-time FN with no investor experience: 65%. Expired visa: 65% cap, or up to 70% with a FICO score and investor experience. First-Time Investor (0–2 verified investment transactions in the prior 36 months): lower LTV/LTC and higher liquidity; terms improve with an experienced GC, co-guarantor or property manager of record.

Where the site leaves a term blank (rates, points, term, prepayment, reserves), use the current internal rate sheet and note the source on the quote.

4. Stage 2 — Term sheet release, acceptance and file setup

The term sheet expires 24 hours after it is generated, so release it while the client or broker is live with you. Generating the term sheet automatically sends the e-alert and portal notification.

> **Quick tip:** Get the client or broker on the phone, or in an active text or chat thread, *before* you click Generate Term Sheet. Walk them through the email as it lands, have them sign, and have them start uploading documents on the same call.

#	Action	How	Evidence in file
2.1	Schedule the release	Set a call or live chat with the client or broker. Confirm the best email address before you generate.	File note with time and who was on the call
2.2	Generate and confirm delivery	Generate the term sheet (step 1.12). Confirm the client sees the e-alert and portal notification while you are on the call.	Portal notification timestamp
2.3	Explain the 24-hour expiry	Tell the client the quote expires in 24 hours and must be signed in that window.	File note: "24-hr expiry explained"
2.4	Get the term sheet signed	Client signs (accepts terms) in the portal. If not signed by hour 12, follow up by phone. If expired, re-quote; do not extend silently.	Signed term sheet + timestamp
2.5	Send the processor introduction	At acceptance, send the standard processor introduction template (Section 10) to the client, broker and agent.	Sent email saved to file

#	Action	How	Evidence in file
2.6	Point to the document list	Send the library link for the loan type's required documents and forms (Complete Borrower Package, Loan Application, Credit Authorization, Business Purpose Certification, PFS & SREO, Experience History, and others as applicable).	Doc request logged in portal
2.7	Complete the Loan Information Sheet	If the client uses escrow, a title company, or a real estate agent or broker, complete the Loan Information Form (LIF-01) and the Escrow Agent Information Sheet **at once**, the same day.	LIF-01 + Escrow Agent Info Sheet in portal
2.8	Enter all points of contact	Enter every contact in the system: borrower, guarantor, broker, buyer's and seller's agents, title/escrow officer, insurance agent, payoff lender. Name, company, phone, email for each.	Contacts tab complete
2.9	Set the document due date	Give the client a written due date for all uploads, tied to the estimated closing date.	Due date in file note and email

Credit pull: quotes use a soft pull only. A hard pull happens only after the client accepts terms and the file moves toward closing. Tell the client this on the release call, and make sure a signed Credit Authorization is in the file before the hard pull.

5. Stage 3 — Document review and verification

A document counts as received only when it passes every check below. Review each upload within one business day and reject anything that fails, with the reason, in the portal.

Document	Must pass	Reject if
Government photo ID / driver's license (each guarantor)	Not expired on review date **and** on the estimated closing date; name matches application	Expired, expires before closing, name mismatch, unreadable
Foreign National / ITIN identity	Valid passport plus U.S. visa or immigration registration documents, or ITIN; U.S. bank account or documented, sourced transfer of funds	Expired passport; funds not traceable. Expired visa is not an automatic decline (see Key Tip below)
Entity documents	Articles of Organization, Operating Agreement, Certificate of Good Standing, EIN letter, **authorization resolution naming the signer**; FN/ITIN entity max four owners, each a borrower and guarantor	Inactive entity, no resolution, signer not authorized, missing pages
Bank statements	**12 months** (personal and/or business as applicable), all pages; most recent statement dated **no more than 30 days** before review; holder matches borrower, guarantor or entity	Fewer than 12 months, latest older than 30 days, missing pages, screenshots without bank name and holder
Personal Financial Statement	One PFS per guarantor (with SREO), signed and dated	Missing guarantor, unsigned
Verification of funds	Sourced and seasoned; covers down payment, closing costs and required reserves	Large unexplained deposits, short of cash to close plus reserves
Purchase contract	Fully executed **in the borrowing entity's name**, all pages and addenda; price and closing date match the quote	Unsigned, in an individual's name, missing addenda, expired

Document	Must pass	Reject if
Payoff letter (refinance)	Issued by current lender; good-through date on or after estimated closing date; property and loan number match	Expired good-through date, estimate only, wrong property
Signatures (all docs)	Every signature, initial and date line complete	Any blank signature, initial or date line
Evidence of insurance	Hazard, liability, and flood where applicable; **CR Equity AI named as mortgagee / loss payee** with correct servicer information; coverage at least loan amount or replacement cost; effective by closing	Wrong or missing mortgagee/loss payee, no liability, flood missing in a flood zone, lapses before closing
Title commitment and preliminary settlement statement	Correct proposed insured and mortgagee/servicer information; loan amount and vesting (entity) match; exceptions reviewed; payoff and liens identified; settlement figures match term sheet	Wrong lender name, loan amount mismatch, vesting in individual name, unexplained liens
Valuation	AIVAA valuation supports sizing; certified appraisal or Appraisal Transfer Letter (CRE-ATL) where title, program or investor guidelines require it	Value below sizing → re-size before closing
Renovation / construction (where the program requires)	Scope of work and Rehab & Construction Budget; costed build schedule, Draw Schedule, Contractor Information Sheet; defensible ARV or completed value	No scope of work, budget doesn't match ARV sizing
DSCR / commercial income	Leases or rent roll and income support DSCR of at least 1.00x (SBC: defensible NOI)	DSCR below 1.00x or income not documented

Document	Must pass	Reject if
Program forms	Loan Application, Credit Authorization, Business Purpose Certification, Borrower Experience History, ACH Authorization, as listed in the library	Missing or unsigned

> **Key Tip — Foreign National identification and experience set the LTV:**
>
> | Client status | Max LTV |
> |---|---|
> | Valid visa or permanent status **and** investor experience | Full published FN limits: up to 75% purchase and rate/term, 70% cash-out |
> | Valid visa or permanent status, **no** investor experience (first-time FN) | 65% |
> | Expired visa, with FICO score **and** investor experience | Up to 70% |
> | Expired visa, otherwise | 65% |
>
> Don't decline a file for an expired visa or no experience. Re-size the quote to the right tier, re-issue the term sheet, and note the client's status and the tier in the file.

How to run the review

1. Open each upload in the portal and check it against the table above.
2. Mark it **Accepted** or **Rejected**. A rejection always carries a one-line reason the client can act on.
3. Send a single consolidated deficiency list to the client and broker, not one item at a time.
4. Re-check every date-sensitive item (licenses, bank statements, payoff, insurance) again at clear to close. A document that was valid at upload can expire before closing.
5. When every required item for the loan type is accepted, mark the file **Complete — ready for underwriting** and add a file note.

> **Open item for CR Equity AI:** the FAQ requires CR Equity AI as mortgagee / loss payee but does not publish the exact clause wording or servicer address. Add that text to the library so processors, insurance agents and title all check against one source.

6. Stage 4 to 6 — Underwriting, clear to close, closing and funding

A closing date is confirmed only after clear to close (CTC). Before CTC, any date given to a client is an estimate.

Stage 4 — Submit to underwriting and clear conditions

1. Pre-underwrite the file against the UW checklist yourself before submitting. Fix anything you can find.
2. Submit the complete file to underwriting. File note: date, time, what was submitted.
3. When conditions come back, send the client and broker one consolidated conditions list with a due date.
4. Review each condition upload with the Section 5 standards, then resubmit to underwriting.
5. Repeat until underwriting issues **Clear to Close**.

Stage 5 — Closing coordination

1. Re-verify every date-sensitive document: licenses, 30-day bank statements, payoff good-through date, insurance effective dates, contract closing date.
2. Confirm title has the final loan amount, mortgagee clause and servicer information.
3. Send closing instructions and loan documents to title or escrow.
4. Obtain and review the settlement statement: loan amount, fees, points, escrows and cash to close must match the term sheet.
5. Send the Wire to Title Flow of Funds Guide to the borrower. Borrower cash to close must reach title or escrow before funding.
6. Confirm the signing date, time and location with the borrower, title and all agents.

Stage 6 — Funding and post-close

1. Receive signed closing package from title. Check every signature, initial and notary block.

2. Release funding approval and confirm the wire.
3. Confirm recording and collect the final title policy and final insurance declarations.
4. Upload the complete closed-loan package to the portal and mark the loan **Funded**.
5. Send a closing thank-you to the client, broker and agents. File note: "Funded, package complete."

7. Processor checklist (one per loan)

Copy this checklist into each loan file. Every line needs a date and the processor's initials so the file can be audited.

Loan #: _____ Borrower / Entity: _____ Loan type: _____ Processor: _____

#	Item	Done (date)	Initials
A	**Quote and term sheet**		
A1	Logged in as Admin/Processor; request opened		
A2	Eligibility gates passed (entity, business purpose, eligible asset, minimum loan); preliminary info checked against Deal Sizing Sheet / LIF		
A3	Sized to program page and leverage grid (incl. FN/ITIN or First-Time overlay): fees, term, points, est. closing date, leverage, loan amount		
A4	Quote QC note entered		
A5	Client or broker live on phone/chat at release		
A6	Term sheet generated; e-alert confirmed received		
A7	24-hour expiry explained		
A8	Term sheet signed within 24 hours		
B	**File setup at acceptance**		
B1	Processor introduction email sent		
B2	Library link and doc list sent; due date given		
B3	Loan Information Form (LIF-01) completed		

#	Item	Done (date)	Initials
B4	Escrow Agent Information Sheet completed (if escrow/title/agent)		
B5	All points of contact entered in system		
C	**Document verification**		
C1	IDs/licenses valid through closing (passport + visa or ITIN for FN/ITIN)		
C2	Entity docs complete (Articles, OA, Good Standing, EIN) + authorization resolution naming signer		
C3	12 months bank statements, latest ⩽ 30 days old, all pages; PFS per guarantor; funds sourced and seasoned for cash to close + reserves		
C4	Purchase contract fully executed in entity name with addenda / payoff valid through closing		
C5	All signatures, initials and dates complete		
C6	Insurance: hazard, liability, flood if applicable; CR Equity AI as mortgagee/loss payee; servicer info; coverage; dates		
C7	Title commitment + preliminary settlement statement: mortgagee clause, servicer info, loan amount, entity vesting		
C8	Appraisal/valuation supports sizing		
C9	Rehab/construction docs (scope, budget, build schedule) or DSCR income docs, if applicable; program forms signed		
D	**Underwriting to funding**		
D1	Pre-underwritten against UW checklist; submitted		
D2	All conditions cleared; CTC issued		
D3	Date-sensitive docs re-verified at CTC		
D4	Settlement statement matches term sheet		

#	Item	Done (date)	Initials
D5	Wire to Title guide sent; cash to close confirmed at title		
D6	Closing package signed and checked		
D7	Funded; recording, final title policy and insurance collected		
D8	Closed-loan package uploaded; loan marked Funded		

Reviewer sign-off: _____ Date: _____

8. Audit trail and file-note standards

If it is not in the file note, it did not happen. Any reviewer must be able to rebuild the loan's history from the portal alone.

- **Note every touch:** calls, emails, uploads reviewed, rejections, conditions sent, date changes. Same business day.
- **Note format:** `Date / Time — Initials — Action — Who was contacted — Next step and due date`. Example: `11/07/2026 2:15 PM — RS — Term sheet generated, client on phone, signed 2:40 PM — Next: docs due 11/12`.
- **Changes to terms:** any change to fees, points, term, leverage or loan amount after acceptance needs a reason, the approver's name, and a re-signed term sheet.
- **Rejections:** every rejected document carries the reason in the portal and in the deficiency email.
- **No side channels:** documents received by text or personal email are uploaded to the portal the same day and noted.
- **Status update:** update the loan status in the portal at least once each business day while the file is active.
- **Audit sample:** management reviews a sample of files each month against the Section 7 checklist; any blank line is a finding.

9. FAQ and scenarios

Q: The client says "I need to close Friday." What do I say? Don't promise a date. Refer them to crequity.ai/programs: a typical close is 9–15 days on a clean file, and Fix & Flip or F.L.E.X. 50 can fund in 24–48 hours once title is clear. The clock starts when the file is complete, not when the request comes in. Then list exactly what is still missing. Script: *"Our published typical close is 9 to 15 days on a complete file, and as fast as 48 hours once title is clear. Today we're missing X, Y and Z. Once those are uploaded and accepted, we can lock a closing date."*

Q: The term sheet expired before the client signed. Do not reopen the old one. Re-review sizing (rates, value and fees may have changed), generate a new term sheet with the client live on the phone, and note why the first one expired.

Q: The bank statement uploaded is 45 days old. Reject it with the reason "older than 30 days — upload most recent statement, all pages." If closing slips, statements accepted earlier may need refreshing at CTC.

Q: The borrower's driver's license expires two weeks before closing. Reject now. Ask for the renewed license or a second valid government ID. Don't wait for closing week to catch it.

Q: The purchase contract is signed by the buyer only. It is not executed. Request the fully executed contract with all addenda from the agent. Enter the agent in contacts if not already there.

Q: The payoff letter's good-through date is before our closing date. Request an updated payoff from the current lender, good through at least the estimated closing date plus a few days.

Q: Insurance shows the wrong mortgagee clause or no servicer information. Reject. Send the insurance agent the exact mortgagee clause and servicer details from the library, and request a corrected evidence of insurance. Check title for the same error.

Q: The client emails documents to me directly instead of the portal. Upload them to the portal the same day, note it, and remind the client the portal is the only channel.

Q: The broker keeps asking for status, but the client isn't uploading. Send one consolidated deficiency list to both broker and client, copied together, with a due date. Status updates always name the specific missing items.

Q: The appraisal comes in below the sized value. Re-size the loan to the new value under the same leverage limits. Issue a revised term sheet for signature and note the reason. Don't close on the old numbers.

Q: The client is using escrow and a real estate agent, but I don't have their details. Get them on the acceptance call. Complete the Loan Information Form and Escrow Agent Information Sheet that day and enter every contact before you end your day.

Q: Underwriting returned conditions the client says they already sent. Check the portal. If accepted, show underwriting where it is. If rejected or missing, tell the client exactly what was wrong with it.

Q: A signature is missing on a document found at closing. This is the most common reason closings slip. Stop, get the signature through the portal or title, and add the item to your pre-CTC re-check so it is caught earlier next time.

Q: The client wants the loan in their personal name. Not eligible. Every CR Equity AI loan closes in an entity (LLC, LP, corporation or trust). The client forms or uses an entity and provides formation documents and an authorization resolution. The only exception is the Foreign National / ITIN overlay.

Q: The client plans to live in the property, or use it as a second home. Not eligible. CR Equity AI finances investment property only. If the client's own operating business will occupy the space (warehouse, retail, office, mixed-use ground floor), that is allowed.

Q: Is an Airbnb or other short-term rental eligible? Yes. Short-, mid- and long-term rentals all qualify. Underwrite to the income the property actually produces (in-place collections and market rent for DSCR).

Q: A foreign national without a U.S. credit score or SSN wants a loan. Eligible on the Foreign National / ITIN overlay, mainly DSCR. Collect a valid passport with U.S. visa or immigration documents (or ITIN), proof of investment experience (domestic or international), and a U.S. bank account or sourced transfer of funds. Leverage with a valid visa or permanent status and investor experience: up to 75% purchase and rate/term, 70% cash-out, lower for larger loans. First-time FN with no investor experience: 65% LTV (expired visa: see next question); no mixed-use or 5+ units. See ITIN and Foreign National loans.

Q: The client's visa is expired. Not a decline. The higher FN limits need a valid visa or permanent status plus investor experience. With an expired visa, the client stays on the Foreign National program at a maximum of 65% LTV, or up to 70% LTV if they have a FICO

score and verified investment experience. Re-size, re-issue the term sheet for signature, and note the reason in the file.

Q: A first-time investor with no completed projects. Eligible. Zero to two verified investment transactions in the past 36 months puts them in the First-Time Investor Program: lower leverage (70–80% by FICO on the bridge grid), higher liquidity. Better terms if they bring an experienced GC, co-guarantor or property manager of record.

Q: The client asks for 100% financing on a flip. Only on Fix & Flip with 3+ completed projects and a loan of $1,000,000 or less. Otherwise size to the grid (up to 95%). 100% LTC does not apply to ground-up construction.

Q: The client has poor credit and needs money in 48 hours. Consider F.L.E.X. 50: up to 50% LTV, no minimum FICO, flat 15% with 6 points and a 12-month prepaid interest reserve, first lien required. Funding in 24–48 hours once title is clear. Explain the cost clearly and note it in the file.

Q: The client sent only 2 months of bank statements. The FAQ requires 12 months (personal and/or business), with the latest dated within 30 days. Request the missing months in one deficiency list.

Q: The contract is in the client's personal name. Request an assignment or amended contract into the borrowing entity's name. The contract must be fully executed in the entity name.

10. Templates

Processor introduction (send at term sheet acceptance)

```
Subject: Your CR Equity AI loan — [Property Address] — I'm your processor

Hi [Client Name],

Thank you for accepting your term sheet. I'm [Processor Name], and I'll be
processing your loan from here to closing. Copied here are [Broker / Agent /
Escrow names] so we're all working from the same list.

Next steps:
1. Upload every document for your loan type in the portal. The full list and
forms are at www.crequity.ai/library.
2. Please have everything uploaded by [Due Date].
3. If escrow, title or a real estate agent is involved, reply with their
name, company, phone and email today.

Our target closing date is [Est. Closing Date]. That date holds only if the
file is complete and signed. Most delays come from missing documents, missing
signatures, or expired statements and licenses.

I'll send one list of anything outstanding as I review. Reach me directly at
[Phone] or [Email].

[Processor Name]
Loan Processor, CR Equity AI Inc. | NMLS 2797309
```

Response to "Can we close by [date]?"

```
Hi [Client Name],

We want to close on your timeline too. Our published typical close is 9 to 15 days once a file is complete, and Fix & Flip and F.L.E.X. 50 loans can fund in 24 to 48 hours once title is clear. You can see the timelines for each program at crequity.ai/programs.

Today we're still missing:
- [Item 1]
- [Item 2]
- [Item 3]

Once these are uploaded and accepted, we can confirm a closing date. Upload them by [Date] and we stay on track for [Target Date].

[Processor Name]
Loan Processor, CR Equity AI Inc. | NMLS 2797309
```

Deficiency list (one per round)

```
Subject: [Property Address] — Items needed to move to underwriting

Hi [Client Name] / [Broker Name],

I've reviewed everything uploaded so far. To keep [Est. Closing Date], please upload these by [Due Date]:

1. [Document] — [Reason: e.g., statement older than 30 days; upload most recent, all pages]
2. [Document] — [Reason]

Everything else is accepted. Thank you!

[Processor Name]
```