CHANGING AN EMAIL ADDRESS AND RESENDING DISCLOSURES.

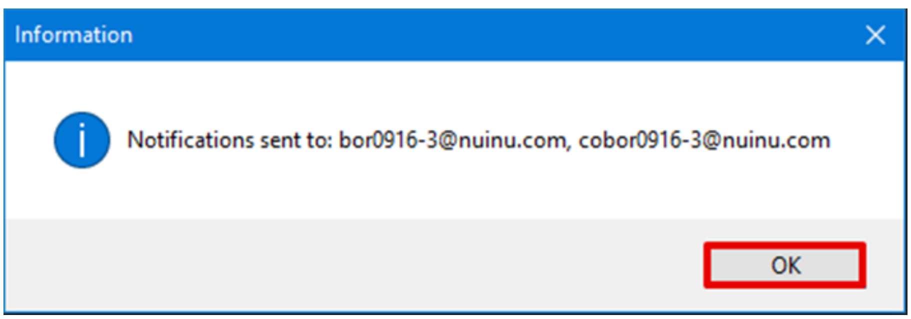
Good News! SimpleNexus now allows for an email address change after initial disclosures have been sent. This will permit us to resend the initial disclosure package to the borrower(s) for eSignature without having to exclude from the timeline or restart a file. The initial disclosure date will remain the same.

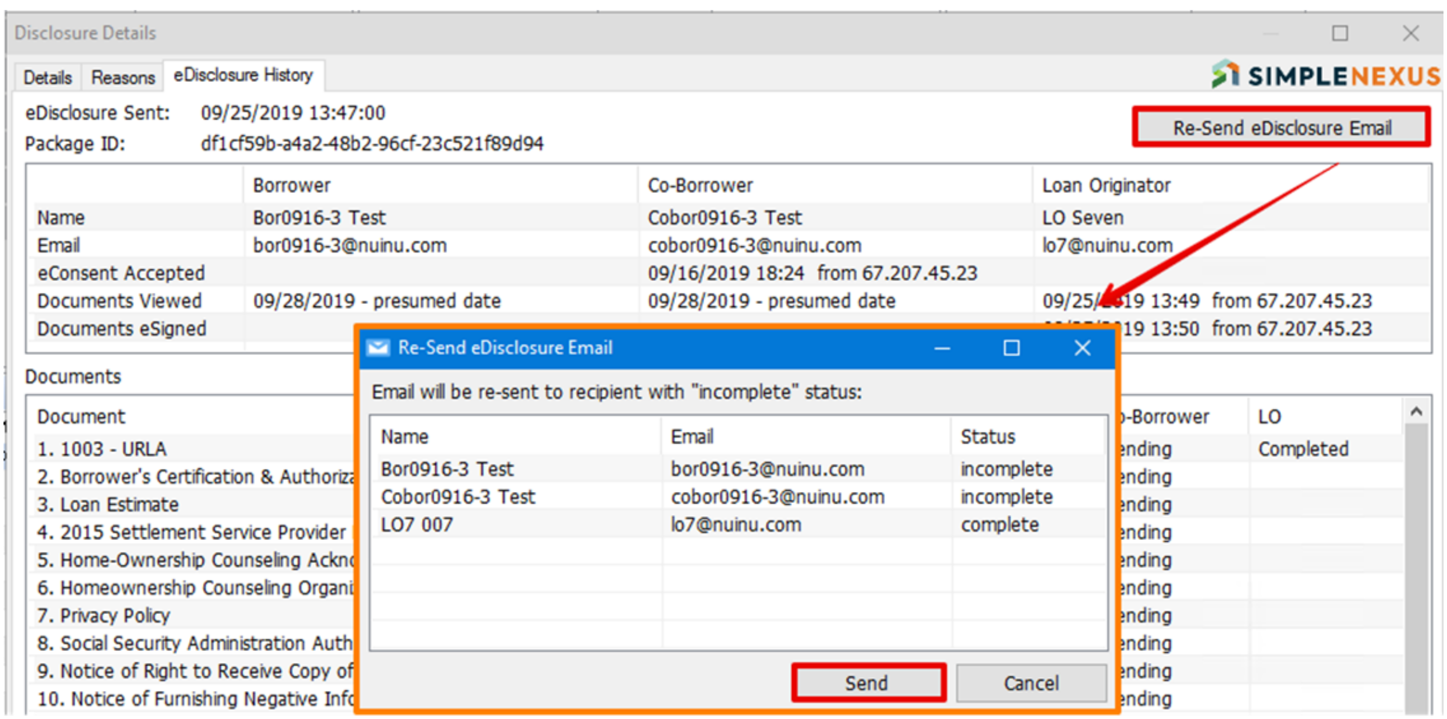
Follow these steps:

Step 1: Enter and save the correct email address in Encompass.

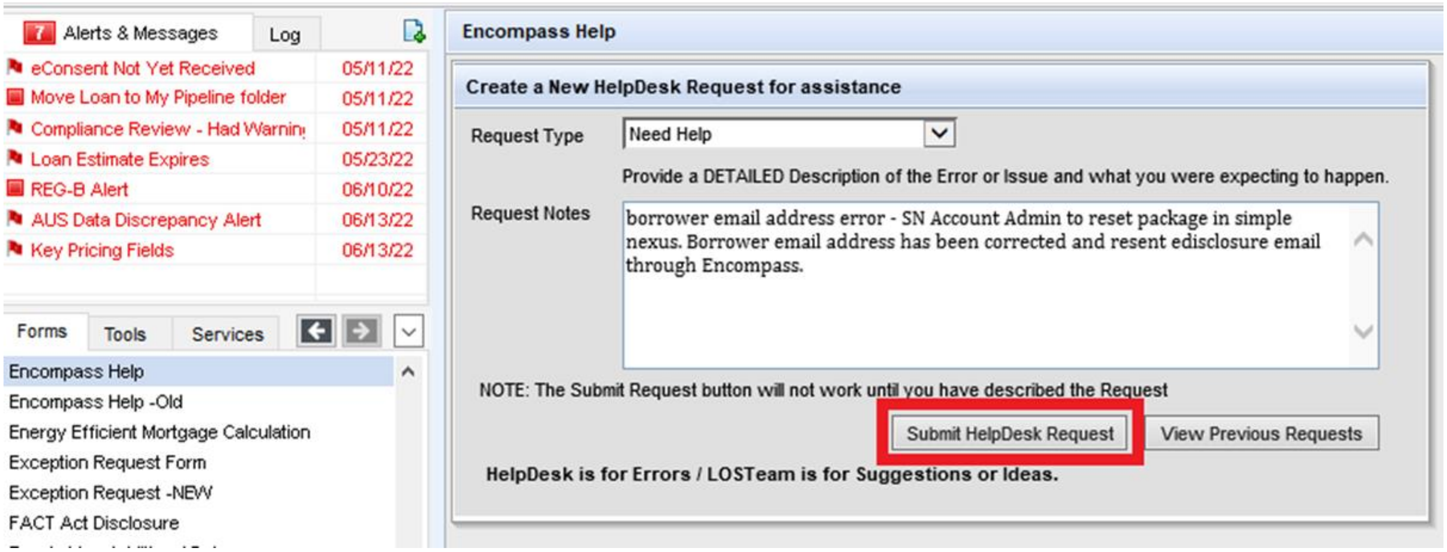
Step 2: Under Disclosure tracking resend the package by clicking on the **Re-Send eDisclosure Email** link. Go to the **Disclosure Tracking** screen under **Tools**, **eDisclosure History** tab from within the loans 'Disclosure Detail's section, and from that page, on the upper right will be a button labeled **Re-Send eDisclosure Email**. Selecting this button will generate a popup window showing the name, email address, and Disclosure status for each borrower/co-borrower on the loan. By clicking on the **Send** button within that popup, will send the request for action to be taken for those showing an incomplete status.

After pressing **Send** a status window will display, confirming which email address(es) will receive the Disclosure reminder email.





Step 3: Put in an **Encompass Help** ticket, requesting that a SN Account Admin reset the disclosure package within SN.



Once the SN Account Admin resets the package the borrower(s) and MLO will receive new email links prompting them to eSign the disclosure package.

Note: These steps will only apply when there is a typo in an email address, or the borrower has multiple email addresses associated with SimpleNexus.

Please let me know if you have any questions. Thank you