

User Access

Non-Del Portal **Web Administrators**, are you accessing the [Non-Delegated UW Portal](#) for the first time? If you do not presently have login credentials to our Non-Delegated UW Portal, please reach out to CRM@lakeview.com to request your credentials.

Non-Del Portal **Users**, if you do not presently have login credentials to our [Non-Delegated UW Portal](#), please reach out to your company's Web Administrator to request your credentials. If you do not know who your Web Admin is, reach out to your [assigned sales coverage](#) or [Client Services](#) for assistance.

Training Requirements

NOTE: Please have your Operations and Secondary Teams attend training for our Non-Delegated Portal *prior to your first loan submission*.

- Non-Delegated Underwriting Portal Training
- Agency Investor Plus (AIP) Product Overview
- DSCR (Debt Service Coverage Ratio) Product Overview
- Bank Statement Product Overview
- Jumbo AUS & Jumbo Plus AUS Product Overview
- Plus more!

[View Training Calendar](#)

[Click Here](#)

Non-Delegated Product Guidelines

NOTE: Access all our Non-Delegated Product Guidelines through AllRegs.

Including:

- Agency Investor Plus
- DSCR
- Bank Statement
- Jumbo AUS & Jumbo Plus AUS
- Special Product Seller Guide



[Visit AllRegs](#)

[Click Here](#)

Non-Delegated Job Aids

- Guide for Admin Tasks
- Guide to Create Loan
- Guide to Price and Lock
- Guide to Managing Conditions
- Guide to Manage Pipeline View
- Guide to Submit Credit Package

[View all resources](#)

[Click Here](#)

Important Contact Information

- Program Guidelines & Scenario Questions: Nonagency@silverhillcap.com
- Non-Delegated Portal System Support: Clientservices@silverhillcap.com
- Re-Locks, Extensions & Pricing Exceptions: Nondelcommitmentdesk@silverhillcap.com
- Loan Level Support, Product Registration, Pricing Support, Manual Locks & Lock Cancellation: Nondelclientmanagersupport@silverhillcap.com

Client Manager Contacts

- Credit package submission through clear to close Nondelclientmanagersupport@silverhillcap.com
- Closed Loan delivery through Purchase Nonagencyclientmgt@silverhillcap.com

Best Practices

Pricing – We allow either "LOCK" or "FLOAT".

- Loan product selection must be made at time of loan submission.

Delivery – Visit the Lakeview Correspondent [website](#).

- Select [Non-Delegated Underwriting Portal](#) to upload the complete *credit package* for review (initial submission, underwriting, uploading conditions through clear to close).
- Select [Delegated/Closed Loan Portal](#) to upload the *closed loan file* (pre-purchase review, conditions through purchase).



Initial Loan Submission

- Complete and upload [Product Specific Loan Checklist](#)
- Upload all applicable *required documents* on product specific checklist
- Include any notes or comments that will assist the underwriting with rendering a decision

Exception Requests

- Register loan file. Enter the loan and select "Submit Single Loan Variance" in the left navigation bar.
- You will be redirected to our [LoanDock](#) portal. Login using your LoanDock credentials.
- Select "Non-Agency SLV Submission" from the left navigation bar to enter the SLV Portal.
- SLV submission job aid available [here](#).

Please [contact us](#) with any questions prior to submitting your first loan. We are here to help!

[View our Turn Times](#)

[Click Here](#)