**Encompass® Success-Based Pricing – FAQs**

**Q: What is Success-Based Pricing?**
A: ICE Mortgage Technology’s Success-Based Pricing model enables clients to take advantage of the comprehensive, hosted Encompass Banker Edition by paying the greater of a minimum monthly Base Fee or a per-closed loan fee.

**Q: What services are included with Encompass Success-Based Pricing?**
A: Success-Based Pricing clients have fully-integrated access to Encompass Banker Edition’s bundled set of features, including:
- Electronic disclosures and eSigning
- Private-labeled, customer-facing websites
- Electronic document management capabilities
- Closing document preparation services
- Automated compliance reviews
- Automated Encompass Product and Pricing Service (EPPS) (optional)

In addition, Success-Based Pricing clients may order an unlimited number of disclosures and draw closing documents as many times as needed for no extra charge.

**Q: I am currently using Encompass services. Am I still going to be charged for using them?**
A: As a Success-Based Pricing client, the services covered under your Base Fee include
- Electronic disclosures and eSigning
- Private-labeled, customer-facing websites
- Electronic document management capabilities
- Closing document preparation services
- Automated compliance reviews
- Automated Encompass Product and Pricing Service (EPPS) (optional for additional fee)

Please note that you will be charged for any Encompass services (for example, Encompass Docs Solution) used before your Base Fee start date goes into effect.

**Q: Are we billed for brokered loans?**
A: Success-Based Pricing clients pay on a per-closed loan basis for all loans, including those that are banked, purchased, or brokered.

**Q: Do we pay for loans if we don’t use Encompass for ordering docs or if we don’t use the automated compliance features?**
A: Success-Based Pricing clients have access to a comprehensive set of Encompass features and services and are free to use or not use any of them. All loans are subject to the per-closed loan fee, regardless of the Encompass features and services that are used for originating or closing them.
Q: My company originates Construction to Permanent transactions – what will I be billed for?
A: Within Encompass a Construction to Permanent transaction is a transaction in multiple loan files where the borrower is procuring temporary financing for both the construction of a new dwelling along with permanent financing after construction is completed.
   ▪ If you are performing a one time close, and you are leveraging our “Link and Sync” feature, you will be billed for only the permanent loan file when the loan closes. The primary construction loan file can be identified as having a loan purpose of “Construction” with “Construction Perm Disclosed Separately” (field 4084) set. A permanent loan file must be linked to the construction loan in order for the construction loan not to be billed.
   ▪ If loan files are managed separately (not via “Link and Sync”), for one or two-time close, both loan files will be billed.

Q: What is the process for reviewing loans that are closed each month and for making payments?
A: At the beginning of every month, clients use the Encompass automated Closed Loan Confirmation Report to review all banked, purchased, and brokered loans for the prior month’s closed loans.

The Closed Loan Confirmation Report is automated based on the closing date entered in the loan’s SBP trigger field (e.g., the Closing Date field (field ID 748)). To help ensure your company is accurately invoiced each month, users should enter the closing date in the SBP trigger field for all banked, purchased, and brokered loans.
   ▪ If the current SBP trigger field is not the ideal logic for your company, please reach out to your Account Manager for assistance.
   ▪ Please keep in mind that any updates you make inside the loan file may take up to one day to be reflected in the Closed Loan Confirmation Report. Alternatively, you can locate the loan in the Closed Loan Confirmation Report and edit the loan directly from there. Edits made to the loan in this fashion are reflected in the Closed Loan Confirmation Report immediately. For detailed instructions about updating loans, please refer to the Working with the Closed Loan Confirmation Report document.

After the 3rd business day of the month, the Closed Loan Confirmation Report will be considered complete and automatically processed for billing. Business days will exclude weekends and recognized holidays which can be found at http://www.federalreserve.gov/. On the following day you will no longer be able to update or edit these loans. Each month, be sure to plan ahead and set aside enough time to review your closed loans for the previous month. If any adjustments are required after you have been billed, those will be reflected in the next billing cycle. It is highly recommended that you review and acknowledge the report for invoicing accuracy.

   ▪ To access your Closed Loan Confirmation Report in Encompass, click Manage My Account in the My Account module on the Encompass Home Page, click the Transactions tab, and then click Closed Loan. For detailed instructions for reviewing and acknowledging your monthly closed loan totals, please refer to the Working with the Closed Loan Confirmation Report document.
Q: How does the monthly Base Fee work?
A: When you sign up for Success-Based Pricing, a Per-Loan Fee is set, along with a monthly Base Fee commitment. Every month, you are required to make a payment for the number of loans closed based on the Per-Loan Fee amount. However, if the amount based on the number of loans closed is lower than your monthly Base Fee, then for that month your company will be billed at the monthly Base Fee commitment. You always pay the greater of the monthly Base Fee or Per-Loan Fee.

Q: When do we have to start paying under the Success-Based Pricing model?
A: Your Success-Based Pricing contract has two dates: an Effective Date and a Base Fee Start Date.

- Your Effective Date is the date your contract begins and your company gains access to Encompass. This is also the date ICE Mortgage Technology begins hosting Encompass (i.e., managing the Encompass Server, data security, and system updates).
- Your Base Fee Start Date is the date your company’s monthly payment requirement goes into effect (as indicated in your service agreement) regardless if you are fully implemented.

Q: How can we make sure that test loans will not appear in the Closed Loan Confirmation Report for billing?
A: The following options can be chosen in order for the test loans not to appear in the Closed Loan Confirmation Report for billing:

- Use Sample, Sample as the borrower’s first and last name.
- Do not enter a date in your billing trigger field (for example, the Closing Date field (field 748)).
- Mark the loan as Adverse.

Q: I am transitioning from Encompass Broker Edition to Encompass Banker Edition. During this transition period I am not able to use the Banker Edition. How am I being charged for closed loans?
A: Regardless of whether you are able to use the Banker Edition or not, the Base Fee goes into effect per the Base Fee Start Date. However, you do not need to pay for the Per-Loan Fee for loans closed through the Broker Edition. Only the Base Fee is owed and nothing else (unless you’ve subscribed to additional a la carte services).

- Please note that as part of the SBP bundle package, various a la carte services are included for which you previously had to pay as a Broker Edition user. Therefore, the Base Fee covers all related bundled services for your loans closed through the Broker Edition. The Per-Loan Fee is not applied since you are not able to close loans through the Banker Edition.