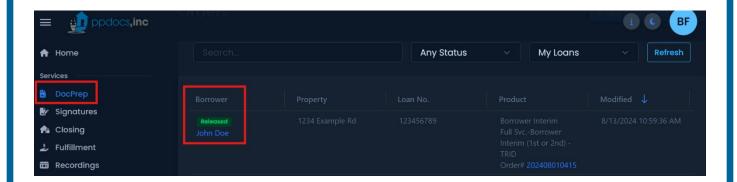
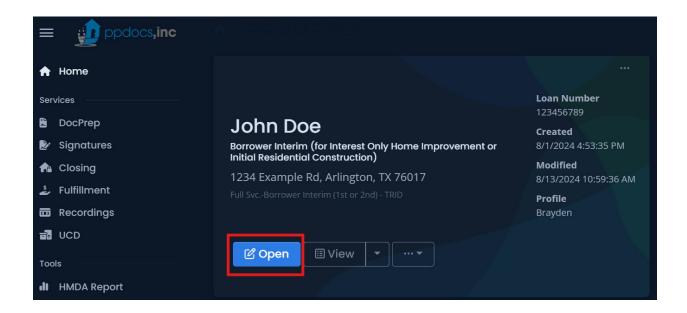


Redraws

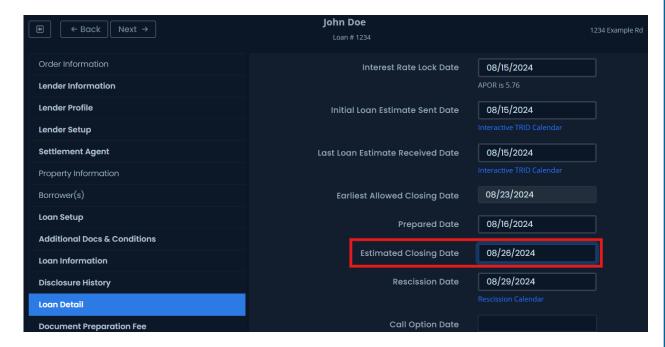
- 1. Log into PPDocs and select your (submitted) order in your Doc Prep tab.
 - Note: Do not open a new case.



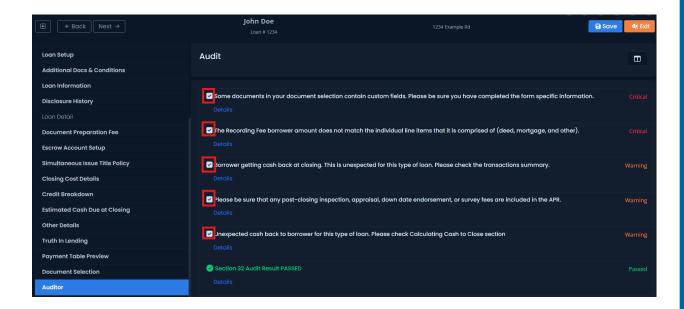
2. Once you have clicked on the borrower's blue name, click "Open."



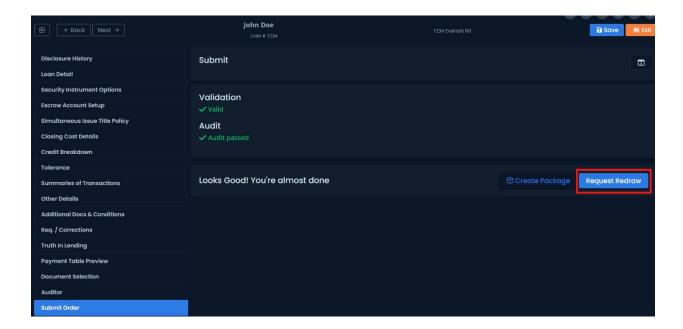
3. Now that you are in the workflow, make any changes by going to the appropriate tab and updating the various fields. In this example, I am updating the closing date on the Loan Detail tab.



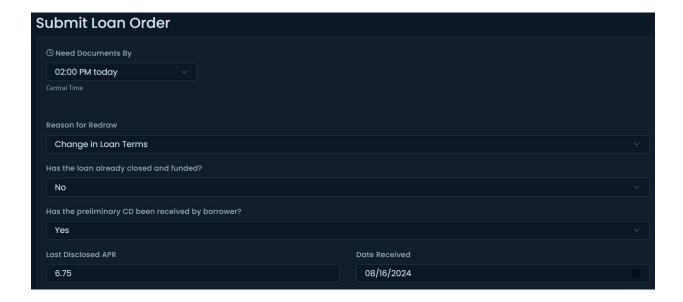
4. Once you've made your updates, go to the Auditor tab and review all audits. You won't be able to submit the redraw until all audits are acknowledged and validations passed.



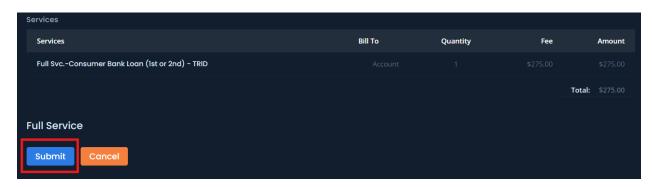
5. Go to Submit Order and click "Request Redraw."



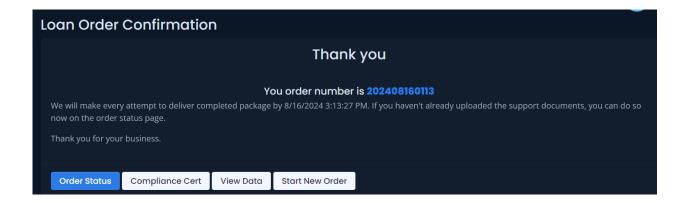
6. You will need to answer a few questions regarding the redraw which will help our Doc Prep team better understand your request. You will also need to include commentary in the notes section in order to submit.



7. Once those questions have been answered, scroll down and click "Submit."



8. You will be greeted with a 'Thank You' message once the redraw has been successfully submitted.



Don't hesitate to get with our team on any questions or concerns!

Here is a table to help you navigate your question appropriately:

| Type of inquiries | Email Address |
|---|-------------------------|
| Document preparation and status updates on | docprep@ppdocs.com |
| document orders | |
| Questions for Legal Document Quality Control | review@ppdocs.com |
| Review orders | |
| Questions for fulfillment orders | fulfillment@ppdocs.com |
| Questions about rescission requirements, | compliance@ppdocs.com |
| federal or state predatory lending test | |
| questions, guidance for particular scenarios, | |
| or other compliance related questions | |
| Technical support, bug reporting | support@ppdocs.com |
| Legal specific questions | <u>legal@ppdocs.com</u> |
| Registering, signing up, pricing quotes | <u>cr@ppdocs.com</u> |
| Billing, invoicing, credit card payments | accounting@ppdocs.com |